NASA Shared Services Center (NSSC)

Business Operations: SIPOC Diagram Summary Report

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SIPOC Introduction

In order to "Assess functional phasing by determining interrelationships between other processes…" (Preliminary Implementation Plan Report – May 2003) – the functional Subteams with activities transitioning to the NSSC were engaged to develop Supplier, Input, Process, Output, Customer (SIPOC) diagrams for each activity moving to the NSSC. The purpose of the SIPOCs was to assess functional phasing and identify potential risks, to provide detailed descriptions of how the sub-teams envisioned activities to operate within the NSSC, and to validate and strengthen initial conclusions on activities from an FTE perspective. The SIPOCs also provide a means to standardize data collection across the functional teams and provide the NSSC director detailed summaries of all activities transitioning. Once drafted, the SIPOCs will flow into the SEB team activities and can be further decomposed into functional deployment maps to show step-by-step hand-offs within each activity.

SIPOC diagrams are a tool to document process flows and interrelationships between activities. Unlike more detailed functional deployment process maps, SIPOCs do not focus on "how the process is completed" rather, they focus on the complex interrelationships between activities, from the perspective of Suppliers feeding Inputs or data into the process, and when the process has completed its activity the Output that gets fed to a Customer. This allows for a one-page summary diagram that uses a variety of different symbols to depict the necessary information. For the sake of this analysis, activities are termed as processes. Using this approach, the NSSC teams were able to develop detailed diagrams for each functional activity that were consistent in form and format across each functional area.

A SIPOC diagram uses a standardized template. An example of the template may be seen below:

Figure 1: Standardized SIPOC Diagram Template

Supplier	Input	Process	Output	Customer
		FTEs: WYEs:		
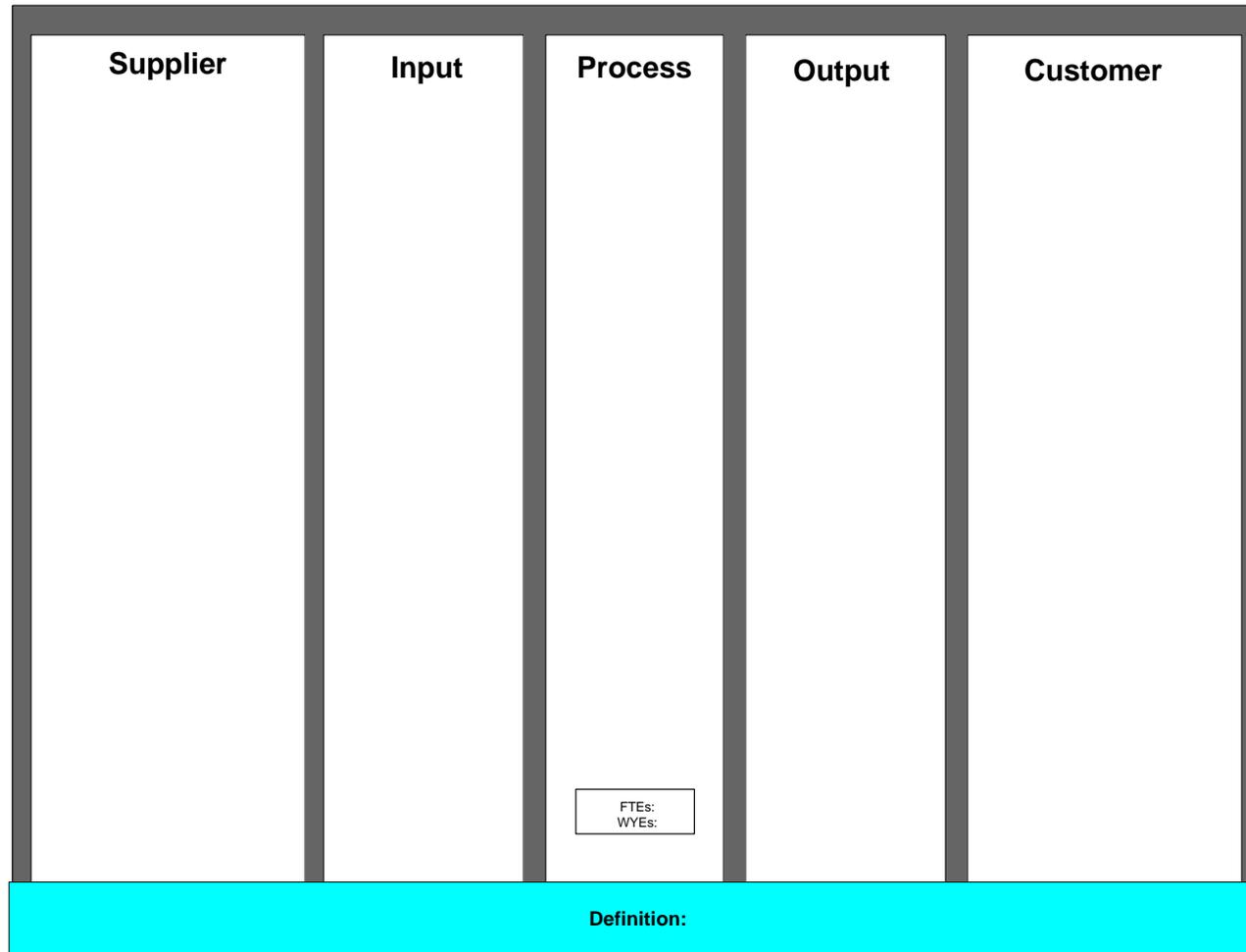
Definition:

At the center of the SIPOC is the Process - this shows which activity is being depicted. The title of the activity is created to not be overly broad, and to accurately relate to the activity. Along with the title the definition describes the activity that is taking place,

scopes the boundaries of the activity and allows a relatively un-educated reader the ability to understand what is taking place within the activity. An example of a definition for the HR activity: Production of Informational Materials is to:

"Develop materials (i.e. desk guides, brochures, recruitment tools, training manuals) to support various HR subject matter areas and initiatives including the design, content development, printing and distribution (i.e. web posting) based on the initiator's requirements. Target audiences for materials include NASA employees, HR staff and the public."

A SIPOC uses a variety of different symbols to depict a host of different meanings specific to NASA requirements. Once understanding of the symbols is gained, it is very easy to understand all SIPOC diagrams. The elements of the SIPOCs that use different symbols include:

- Supplier/Process/Customer
- Function/Process (Phasing)
- Function/Process (Owner)
- Input/Output (Data)
- Input/Output (IFMP)

Supplier/Process/Customer Symbols:
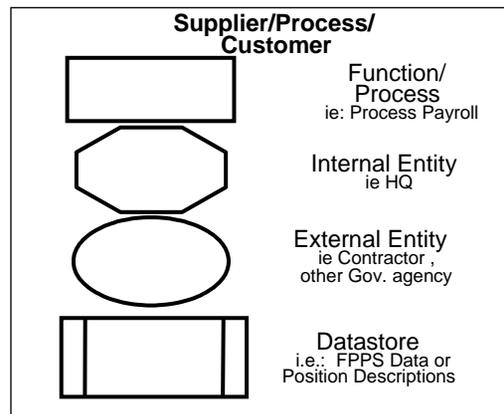
Activities or Processes are depicted as rectangles. The rectangles are assigned only to activities transitioning to the NSSC. Internal entities are internal to NASA and under NASA control; this includes other functional areas or other parts of the NASA organization such as specific user communities. Internal entities are depicted though octagons. Circles identify entities that are external to NASA; these include Other Government Entities, external users, universities etc. The final shape that is utilized in the Supplier, Process, or Customer column is the data store symbol. These are electronic in nature and could be a data warehouse or something similar.

Function/Process Phasing:

A critical component of the SIPOCs is to document the phasing of the activities relative to other activities. The assumption being that activities transitioning in the same wave are potential more prone to conflict that activities interfacing with static activities. The line type around the activity rectangle identifies the phasing wave. For example a rectangle with a dotted line identifies that the activity is transitioning in the 1st Wave, or between FYQ3 & Q4 2005 (April thru September 2005)

**Function/Process
(Phasing)**

Ist Wave
(Q1FY06-
Q2FY06)

2nd Wave
(Q3FY06-
Q2FY07)

3rd Wave
(Q3FY07-
Q2FY08)

Not Moving

Note: Above dates are
in Fiscal Years
(Q1 = Oct. - Dec.)

Function/Process Owner:

Function/Process (Owner)

	HR
	Financial Management
	Facilities
	Resources Management
	Procurement
	Technology
	Legal
	Other Process/ Function
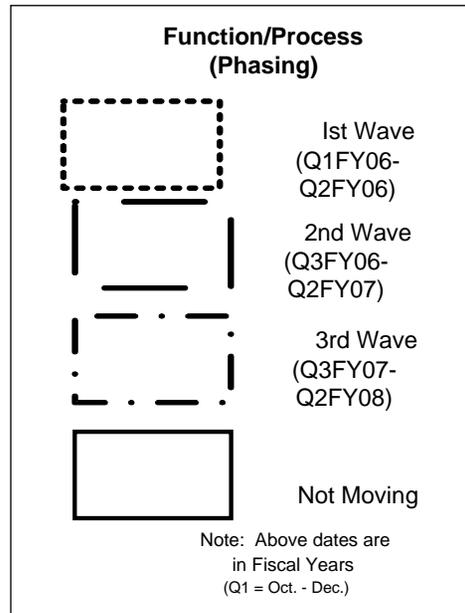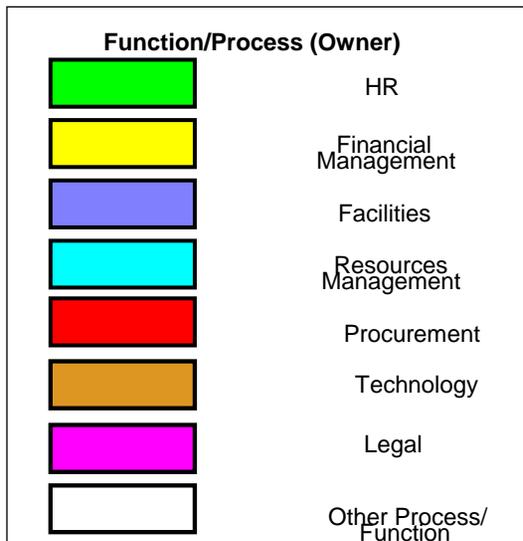
To easily distinguish the different functional areas transitioning to the NSSC, different colors were used. The color of any internal NASA shape identifies the relevant functional area. For example a yellow rectangle with the title payroll identifies the activity payroll to be part of the financial management activities transitioning to the NSSC. The following colors were used for the NSSC functional areas:

Input/Output (Data)

Manual/System
Identical data items
transferred by email/
phone/mail

Manual
ie printed report

System Enabled
(Name)
ie: electronic report
(SAP)

Input/Output (IFMP)

Part of Initial
IFMP (SAP)

Potentially part
of IFMP
(SAP)

Remains
on
Legacy
System
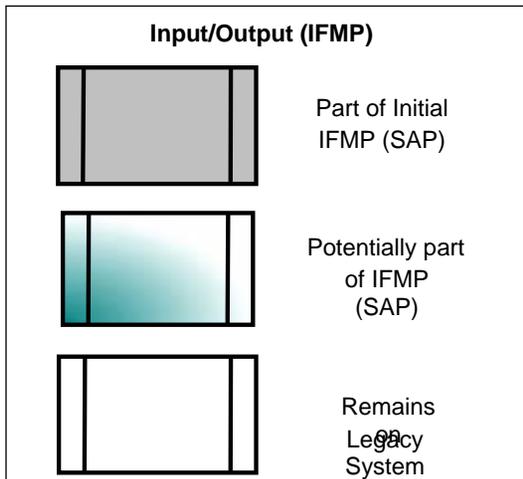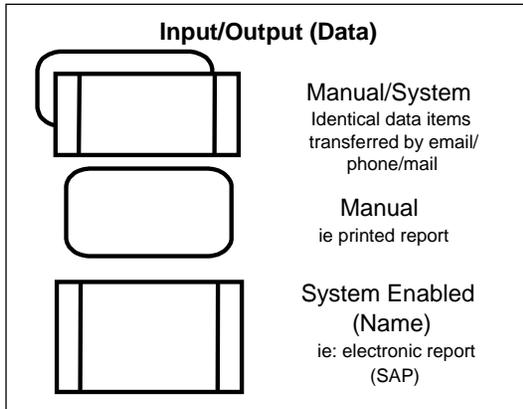
Within the two columns Input and Output data items are linked to Suppliers and Customers respectively. Within these columns the data items are identified and the means by which they enter or exit the activity are shown. Data items are depicted as being either manual, system enabled or a combination of the two. Typically manual inputs and outputs are more time consuming and prone to error than an automated input or output. The combined symbol shows that the same data item is being utilized through both manual and automated means.

Activities with a large number of manual inputs or outputs maybe good candidates for automation in the future which could lead to greater process efficiencies.

Additionally, whenever a system enabled symbol is used, the system is named, and its relationship with IFMP is noted. The IFMP schedule is another potential source of risk, and is therefore monitored within the SIPOC format.

Lines are used to connect Suppliers and Customers to Inputs and Outputs. The line types may vary to make it easier to follow the line; different line types have no implied meaning. The Supplier side and Customer side of an activity are independent. The number of inputs in no way reflects the number of outputs. For an activity to operate effectively it may be necessary to receive a large number of

inputs from a diverse group of Suppliers. The Output of the activity could simply be one report being Output to a single Customer – for example, in the case of the budget, many inputs are received, yet the only output is a completed budget document.

The following pages contain the complete collection of the functional SIPOC Diagrams from Human Resources, Financial Management, and Procurement.

Human Resources

Group 1: Support to Personnel Programs

Group 2: Employee Development/ Training Programs Support

Group 3: Employee Benefits and Services

Group 4: Human Resources Information Systems and Reports

Group 5: Personnel Action Processing and Recordkeeping

Group 1: Support to Personnel Programs

1. Drug Testing Program Management
2. Responding to General Employment Inquiries
3. Coordinate Position Classification Appeals
4. Recruiting Logistics
5. Award Processing
6. Preparation and Distribution of Employee Notices
7. Selected Special HR Studies of Agency-Wide Interest
8. Personnel Security
9. Advisory Services to HR Specialists
10. Agency Honor Awards (External)
11. Agency Honor Awards (Supplies)
12. Support for HR Automated Systems
13. SES Case Documentation - Rank Awards and Bonuses
14. SES Case Documentation – Appointments
15. Production of Information Materials

HR SIPOC # 1: Drug Testing Program Management

Drug Testing Program Management: Maintaining TDP list; Identifying testing pools through a random process; Scheduling; Overseeing collection process; Securing and Managing the Contract. May seek assistance from Centers on delivering notices. Notification of test results to Centers.

HR SIPOC # 2: Responding to General Employment Inquiries

Supplier	Input	Process	Output	Customer
Other Gov. Agencies	Employment Inquiries	Respond to General Employment Inquiries	Referrals to HR	HR Specialists
Public	Unsolicited Resumes		Results of STARs	NASA Employees
NASA Employees	Job Announcements		Standardized Responses	NASA Public Affairs
NASA Centers	Planned Recruits	FTEs: 0 WYEs: 0.40	Website Referrals	

Respond to General Employment Inquiries: Responding to general employment inquiries; Receiving unsolicited applications; website referrals.

HR SIPOC # 3: Coordinate Position Classification Appeals

Supplier	Input	Process	Output	Customer
HR Specialists	Complete Appeal Package & Relevant Materials	Coordinate Position Classification Appeals	Final Decision & Position Evaluation	OPM
OPM	Classification Standards		Revised Position Descriptions (PDM)	HR Specialists
Code F	Position Descriptions (PDM)		Evaluation Report	Managers
NASA Employees	Organiza-tional Charts			NASA Employees
	Employee Listing and Information (FPPS)			Code F
	Requests for Audits or Appeals			

FTEs: 0
WYEs: 0.08

**Coordinate Position Classification Appeals: Gather supporting documentation for case file;
Arrange for the job audit; Prepare reports as needed.**

HR SIPOC # 4: Recruiting Logistics

Supplier	Input	Process	Output	Customer
University Contact	Facility Information			Managers
NASA Centers	Recruiting Workforce Needs		Information Reports on Recruiting Activities (NASA STARS)	HR Specialists
Code N	Recruitment Schedule	Recruiting Logistics	Recruiting Plan	NASA Centers
Code F	List of Universities for Recruitment		Center Registration at Events	Potential Job Candidates
HR Specialists	Recruiting Strategy		Recruitment Materials	
EEO				
Managers	Hiring Plans	FTEs: 0 WYEs: 2.50	Recruiting Trips	NASA Recruiters

Recruiting Logistics: Coordinate recruiting trips; Logistics; Contact with universities; Centers decide when to recruit and send Center reps to participate in the recruiting process.

HR SIPOC # 5: Award Processing

Supplier	Input	Process	Output	Customer

Supplier
- Award Contractor
- FPPS Data (FPPS)
- Award Officer
- NASA Centers

Input
- Services and Supplies
- Awardee Information (FPPS)
- #s and Types of Award Recipients (FPPS)
- Honor Award Recommen-dations (FPPS)
- Dates of Award Ceremonies
- Award Approval Forms
- Award Solicitation Information
- Award Justification Forms
- Budget Information (SAP)

Process
- Award Processing
- FTEs: 0
- WYEs: 2.50

Output
- Complete Award Packages (cash, medals, certificates, mementos, etc.)
- Award History (FPPS)
- Award Reports (FPPS)
- Annual Ceremony Support
- Notification to Recipients
- Data
- Purchase Request/ Bankcard (SAP)

Customer
- Award Officer
- NASA HQ
- Maintenance of Official Employee/ Performance Records
- Managers
- NASA Public Affairs
- Other Gov. Agencies
- NASA Employees
- Datawarehouse
- Management of Agency Bankcard Program

Award Processing: Processing of awards actions including data entry and production of certificates and letters; framing, etc.; Centers retain award budgets, decisions on recipients; justification, preparation, and presentation.
(*Note that Awards Contractor Includes Code F)

HR SIPOC #6: Preparation and Distribution of Employee Notices

Supplier	Input	Process	Output	Customer

Supplier:
- HR Specialists
- Other Gov. Agencies

Input:
- Mailing List
- Schedule for Release of Announcements and Drafts
- Correct FPPS Data (FPPS)
- Reports/ Information/ Materials

Process:
- Preparation and Distribution of Employee Notices

FTEs: 0
WYEs: 0.20

Output:
- Website
- Notifications
- Questions Concerning Notifications

Customer:
- Managers
- Action Officers
- NASA Employees

Preparation and Distribution of Employee Notices: Prepare and disseminate employee notices such as Hatch Act provisions; Use of leave, Standards of Conduct, TSP, CRP, rights and remedies available under the prohibited personnel practices (PPP's) and whistleblower retaliation protection (WPA) provisions of Title 5etc.

HR SIPOC # 7: Selected Special HR Studies of Agency-Wide Interest

Supplier	Input	Process	Output	Customer

Supplier:
- Other Gov. Agencies
- NASA HQ
- HR Specialists
- NASA SMEs

Input:
- Center Specific Requirements
- Areas of Interest for Studies
- Responses to Surveys
- Reports
- Technical Advice

Process:
- Selected Special HR Studies of Agency-wide Interest

FTEs: 0
WYEs: 1.08

Output:
- Recurring Information
- Comprehensive Study Report
- Recommendations

Customer:
- Other Gov. Agencies
- NASA HQ
- HR Specialists
- NASA Employees

Selected Special HR Studies of Agency-Wide Interest: Conduct special studies of interest to the Agency, coordinate or facilitate the distribution of surveys and/or the collection of data/responses for studies conducted by NASA and other Government agencies.

HR SIPOC # 8: Personnel Security

Supplier	Input	Process	Output	Customer

Supplier:
- Legal
- OPM
- HR Specialists
- NASA Centers
- NASA Employees
- NASA Center Security Offices

Input:
- Advice
- Security Request Forms
- Suitability Investigation
- Competed OPM Security Forms
- Information to Perform Background Information
- Memo and Case to File

Process:
- Personnel Security

FTEs: 0
WYEs: 0.28

Output:
- Security Information Packages
- Investigating and Recommendation Disposition
- Notification of Results
- Security Forms

Customer:
- OPM
- HR Specialists
- Managers
- NASA Employees
- NASA Center Security Offices
- Maintenance of Official Employee/ Performance Records

Personnel Security: Collection of security forms for employment (SF-86); Notification of issues to Center HR-Offices; Suitability adjudication remains at Centers; SF-86's are sent to Center Security Offices by the NSSC.

HR SIPOC # 9: Advisory Services to HR Specialists

Supplier	Input	Process	Output	Customer
Code FP HR	Specific Policies		Response to Questions	
	Request for Information			
HR Specialists	Request for Best Practices	Advisory Services to HR Specialists	Best Practices Information	HR Specialists
	Request for Interpretation		Interpretation of Policy	
OPM	Direction and Guidance			

FTEs: 0
WYEs: 1.00

Advisory Services to HR Specialists: Based on the subject area of inquiry (input), provide advice and guidance to Center personnel in the human resources offices on transactional and operational aspects of HR programs including benefits, pay, awards and recognition, SES, position classification, staffing and recruitment, and personnel action processing. In cases where the staff at the NSSC are unable to respond to questions from Center HR specialists, NSSC staff may need to contact Code F program managers for assistance. The Office of Human Resources (Code F) will continue to issue policy, make policy determinations, and notify Centers of proposed and new regulations, policies, and guidance. In addition OHR will continue to provide advisory services to management officials (i.e. Office of the Administrator), Center Directors, and Institutional Program Officers.

HR SIPOC # 10: Agency Honor Awards (External)

Supplier | **Input** | **Process** | **Output** | **Customer**

Administrator and AAs

Center Awards Officers

External Entities

Code F/ Agency Awards Officer

Recommended Nominations

Award Solicitation/ Requirements

Results of Consideration

Draft Congratulations Letter

Agency Honor Awards (External)

FTEs: 0
WYEs: 0.25

Completed Submission Package

Award Recipient Information

Notification of Consideration/ Selectees

Congratulations Letter

External Entities

Center Awards Officers

Administrator and AAs

NASA Employees/ Recipients

Agency Honor Awards (External): Prepare, review, package, and track nominations for award nominations submitted to external entities/organizations, including the notification of selections to NASA organizations. May require gathering employee information in order to prepare nominations.

HR SIPOC # 11: Agency Honor Awards (Supplies)

Supplier	Input	Process	Output	Customer
IAB	Selection of Annual Awardees			
	Annual Awardee Information		Supplies (medals, pins etc.)	Award Officers
Award Officers	Number of LOS Pins	Agency Honor Awards (Supplies)		
	Purchase Request or Credit Card Purchase (SAP)		Purchase Order/ Payment (SAP)	Vendors / Procurement

FTEs: 0
WYEs: 0.25

Agency Awards (Supplies): Procurement and distribution of supplies for Agency-level awards/forms of recognition to NASA Centers including medals and length of service pins. Supplies for and support to the Office of the Administrator will be handled by the Office of Human Resources (Code F). Code F will retain budget for supplies, including the approval of Procurement Requests and credit card purchases.

HR SIPOC # 12: Support for HR Automated Systems

Supplier	Input	Process	Output	Customer
Procurement	Procurement Information/ Guidance	Support for HR Automated Systems	Solicitation, GSA Schedule	Procurement
HR Specialists	Purchase Requests/ Requirements (SAP)		Purchase Requests (SAP)	Accounts Payable
			Notification of Award	Vendors
			Notification of Vendor/ Service/ Product	NASA Employees
			Vendor/Services Information	NASA Centers
		FTEs: 0 WYEs: 0		HR Specialists

Support for HR Automated Systems: Acquisition, contract oversight, and employee communications for Commercial Off-The Shelf (COTS) software including any written documentation for use in the human resources office or to support human resource services to employees. Examples of COTS software include: Checkbook On-line to assist employees in selecting health care plans and retirement calculation software for retirement counselors. Office of Human Resources (Code F) retains/maintains budget for pre-designated Agency purchases.

HR SIPOC # 13: SES Case Documentation - Rank Awards and Bonuses

Supplier

PRB

NASA Centers

IPO

HQ/ Code F

Input

Recommendation Package for Bonus and Awards

Submission of Recommendation

Rank and Bonus Requriements

Process

SES Case Documentation - Rank Awards and Bonuses

FTEs: 0
WYEs: 0.25

Output

Notification of Bonus Recipients

Approved Rank Award Approvals

Reports on Performance Ratings

Rank Awards Recommendations

Customer

NASA Centers

IPO

OPM

SES Case Documentation - Rank Awards and Bonuses: Prepare and review packages for approval of SES bonuses and rank awards that may include managing and tracking submissions and consideration of results. Office of Human Resources (Code F) will continue to determine and distribute budget amounts and issue policies, guidelines, and procedures.

HR SIPOC # 14: SES Case Documentation - Appointments

Supplier	Input	Process	Output	Customer
NASA Centers	Vacancy Announcement (NASA Stars)		Approval of Recommendation	NASA Center
	Justification			
	Position Description	SES Case Documentation - Appointments	Completed Paperwork	
	Quals Statement			IPO
	Appointment Information (ESCS)	FTEs: 0 WYEs: 0.25	Status Reports	
IPO	Selection Recommendations			

SES Case Documentation - Appointments: Prepare and review packages for approval of SES appointments that may include managing and tracking packages and outcomes. Office of Human Resources (Code F) will continue to determine and distribute budget amounts and issue policies, guidelines, and procedures.(Note: ESCS = OPM Executive Information System.)

HR SIPOC # 15: Production of Information Materials

Supplier	Input	Process	Output	Customer

Supplier:
- HR Specialists
- Other HR Processes
- Administration & Oversight of Training Data Systems & Requirements

Input:
- Identification of Requirements (Layouts, #s, etc.)
- Draft Data/ Content
- Informational Materials
- Course Information/ Issue Resolution/ Reporting Updates (ASTAR/FPPS)

Process:
- Production of Information Materials

FTEs: 0
WYEs: 1.00

Output:
- Website
- Training Materials (SOLAR)
- Informational Materials
- Training Office

Customer:
- HR Specialists
- Website Managers
- NASA Employees

Production of Information Materials: Develop materials (i.e. desk guides, brochures, recruitment tools, training manuals) to support various HR subject-matter areas, initiatives and requirements (e.g. Office of Special Counsel), including the design, content development, printing, and distribution (i.e. web posting) based on the initiator's requirements. Target audience for materials include NASA employees, human resources staff, and the public.

HR Group #1 Performance Metrics

Group #	Imp Plan #	Name	Measure *	Strategic Theme (Cost, Efficiency, Accuracy, or Customer Service)	FTEs	WYEs	Total FTE/WYE
1	1	Drug Testing Program Management	# of days for testing notification	E	0	0.28	0.28
1	2	Responding to General Employment Inquiries	Response time between receipt and response within 'X' days	E,CS	0	0.4	0.4
1	3	Coordinate Position Classification Appeals	% of submittals processed by established appeal deadline	E	0	0.08	0.08
1	4	Recruiting Logistics	# of Center representatives per 100 resumes collected	E	0	2.5	2.5
1	4	Recruiting Logistics	# of Universities visited	E	0	2.5	2.5
1	5	Award Processing	% of data entry takes place within pay period	E,CS	0	2.5	2.5
1	5	Award Processing	% of certificates delivered in time for the ceremony	E,CS	0	2.5	2.5
1	5	Award Processing	FTEs/WYEs per award processing function	C	0	2.5	2.5
1	6	Preparation and Distribution of Employee Notices	# of FTEs needed to send out 1,000 notices	E	0	0.2	0.2
1	6	Preparation and Distribution of Employee Notices	# of days from request to notice sent out	E,CS	0	0.2	0.2
1	7	Selected Special HR Studies of Agency-Wide Interest	# of days from request to completion	E	0	1.08	1.08
1	8	Personnel Security			0	0.28	0.28
1	9	Advisory Services to HR Specialists	# of days between inquiry and response	E,CS	0	1	1
1	10	Agency Honor Awards (External)	% awards submitted by established deadlines	E	0	0.25	0.25
1	11	Agency Honor Awards (Supplies)	% of supplies delivered in time for ceremony	E,CS	0	0.25	0.25
1	11	Agency Honor Awards (Supplies)	Appropriate levels of inventory maintained 100% of the time	E,CS	0	0.25	0.25
1	12	Support for HR Automated Systems	% of savings for volume purchase	E/C	0	0	0
1	13	SES Case Documentation - Rank Awards and Bonuses	% of submittals by established deadlines	E	0	0.25	0.25
1	14	SES Case Documentation - Appointments	% of data entered accurately within established time frames	E,A	0	0.25	0.25
1	15	Production of HR Materials	# of days between request and final product	E,CS	0	1	1

Group 2: Employee Development/ Training Programs Support

16.   Registration/reimbursement for Off-site Training Activities
17.   Data Entry of Training Data
18.   Administration and Oversight of Training Data Systems and Requirements
19.   Survey and Assessment Data Gathering and Delivery
20.   Processing of Training Notifications
21.   Development and Procurement Planning of Training Services
22.   Administration and Oversight of On-line Agency Training

HR SIPOC # 16: Registration/reimbursement for Off-site Training Activities

Supplier	Input	Process	Output	Customer
Center HR	Vouchers (SF 1164) (SAP)	Registration/ Reimbursement for Offsite Training Activities	Evaluations (ASTAR)	NASA Employees
Managers	Budget (ASTAR/SAP)		Confirmation of Training Requests	Managers
HR Specialists	Approval of Training Requests (ASTAR)		Confirmation of Registration	Procure-ment
NASA Employees	Approved Training Applications w/ Course and Vendor Info (ASTAR)		Budget Reports (ASTAR/SAP)	HR Specialists
Vendors	Requests for Training		Initiate Purchase Orders (SAP)	Finance Managers
	Course Information	FTEs: 2.00 WYEs: 9.00	Summary Reports of Training Instances (ASTAR/SAP)	Payroll
	Cost Information		Amendment, Payments, Cancellations (ASTAR)	Center HR
			Repayment/ Reimbursement Request to Employees	
			Updates to Training History (ASTAR)	

Registration/Reimbursement for Off-site Training Activities: Registration and reimbursement of COTS off-site training courses and conferences. Includes receipt of training request form info, execution of procurement action or employer reimbursement, confirmation to employee, processing of modification/cancellation if needed, confirmation of attendance completions, handling of invoices/ bill payment/ certifying service received by government, evaluations, history input, and retain and file documentation. Centers retain budget approval authority and discretion.

HR SIPOC # 17: Data Entry of Training Data

Supplier	Input	Process	Output	Customer
Registration/ Reimbursement for Offi-site Training Activities	Employee Nomination (ASTAR)	Data Entry of Training Data	Monthly Status Reports (ASTAR)	HR Specialists
Processing of Training Notifications	Training Data (ASTAR)		Summary Reports of Training Data	
NASA Employees				
Managers	Approved Training Form (ASTAR)		Updated Training History (ASTAR)	ASTAR
Training Providers	Attendance and Completion Data (ASTAR)			
Vendors	Completed Training Certifications	FTEs: 0 WYEs: 4.50		

Data Entry of Training Data: Input of training related data into ASTAR or other LMS as future need dictates. There is a general agreement that NORS will address most of this work. (Note: Certificates provided only for "Certification" courses e.g. Electrostatic Discharge, etc.)

HR SIPOC # 18: Administration and Oversight of Training Data Systems and Requirements

Supplier	Input	Process	Output	Customer

Supplier:
- Training Providers
- Agency Systems Program Managers
- NASA Employees
- HR Information Systems

Input:
- Request for System Changes & Enhancements
- Requests for New Reports
- Comments on System Functionality

Process:
- Administration & Oversight of Training Data Systems & Requirements

Output:
- Regular and Ad Hoc Reports (ASTAR, Brio)
- Training of Center Staff on System Usage (ASTAR, Brio)
- Training Manuals

Customer:
- HR Information Systems
- Training Providers
- Agency Systems Program Managers
- NASA Employees

FTEs: 0
WYEs: 5.00

Administration and Oversight of Training Data Systems and Requirements: Central administration of data system including reports, error correction, system enhancements and training of staff at Centers as necessary. This will be accomplished if AStar (aka NORS) becomes operational.

HR SIPOC # 19: Survey and Assessment Data Gathering and Delivery

Supplier	Input	Process	Output	Customer

Supplier:
- HR Specialists
- Maintenance of Official Employee Records

Input:
- Training and Development Reports (ASTAR)
- Specific O Expectations (ASTAR)
- Product Specifications (ASTAR)
- Sample Data Collection Template (ASTAR)
- Questionnaires
- Employee Information (ASTAR)

Process:
- Survey and Assessment Data Gathering and Delivery

FTEs: 0
WYEs: 2.50

Output:
- Schedule of Offerings (ASTAR)
- Distributed & Completed Surveys (ASTAR)
- Data/ Information Analysis (ASTAR)
- Reports (ASTAR)
- Training Schedule for On-Site Programs (ASTAR)

Customer:
- HR Specialists
- NASA Employees

Survey and Assessment Data Gathering and Delivery: The deployment of electronic survey software, automated assessment tools, and the accompanying summary data reports. NSSC is also responsible for maintaining central repository of tools and suggested assessment formats. Centers retain customer interface, survey content definition, analytical reasoning, and advice on conclusions and recommendations.

HR SIPOC # 20: Processing of Training Notifications

Supplier	Input	Process	Output	Customer
			Pre-Work Distribution (ASTAR/NORS)	
Managers	Approval of Nominations (ASTAR/NORS)	Processing of Training Notifications	Confirmation Notices to Employees (ASTAR/NORS)	NASA Employees
	Course Approval (ASTAR/NORS)		Summary of Participant Evaluations (ASTAR/NORS)	Managers
	Information on Training Opportunities (ASTAR/NORS)		Completed Training Notification (ASTAR/NORS)	
HR Specialists	Online Training Schedule (ASTAR/NORS)		Class Rosters (ASTAR/NORS)	HR Specialists
			Waiting Lists & Subscriptions (ASTAR/NORS)	
			Attendance Reports (ASTAR/NORS)	
ASTAR	Employee Information (ASTAR/NORS)	FTEs: 1.00 WYEs: 8.00	Updates of Employees Training History (ASTAR/NORS)	ASTAR

Processing of Training Notifications: Automated administrative activities for on-site training nomination process, including solicitation of, acceptance, notification, and attendance tracking of Agency-wide programs. NSSC also responsible for course roster maintenance, attendance tracking, evaluation tracking, and training history input. If AStar (aka NORS) is implemented as planned this functionality will be included effectively.

HR SIPOC # 21: Development and Procurement Planning of Training Services

Supplier	Input	Process	Output	Customer

Supplier:
- HR Specialists
- Managers
- NASA Employees

Input:
- Identification of Training Requirements
- Center Specific Requirements
- Identification of Learning Objectives
- Availability of Funding
- Requests for Training

Process:
- Development & Procurement Planning of Training Services

FTEs: 1.00
WYEs: 2.52

Output:
- Schedule of Offering
- List of Training Requirements
- Information on Training Opportunities
- Purchase Request (SAP)

Customer:
- HR Specialists
- NASA Employee
- Managers
- Procure-ment

Development and Procurement Planning of Training Services: Collection of standard requirements and coordination of training classes for training needs that are standard across the Agency (e.g. e-learning, Export Control, IT Security, OSC, Office of Special Counsel). Centers should continue to procure their own specific onsite programs and OD activities.

HR SIPOC # 22: Administration and Oversight of On-line Agency Training

Supplier	Input	Process	Output	Customer
HR Specialists	Associated Contract Support	Administration & Oversight of Online Agency Training	Associated Contract Support	HR Information Systems
Managers	Agency Training Needs (SOLAR)		Information on Course Availability (ASTAR/NORS/SOLAR)	Production of Information Materials
NASA Employees	Center Specific Needs (SOLAR)		Issue Resolution (ASTAR/NORS/SOLAR)	HR Specialists
	Comments on Systems Functionality (SOLAR)		Updates and Improvements to Reporting Systems (ASTAR/NORS/SOLAR)	Managers
HR Information Systems	On-line Training Information (ASTAR)		Online Agency Courses (ASTAR/NORS/SOLAR)	NASA Employees
		FTEs: 0 WYEs: 9.00	Regular and Ad Hoc Reports (ASTAR/NORS/SOLAR)	
			Updates to Training History (ASTAR)	ASTAR

Administration and Oversight of Online Agency Training: Administration and oversight of the SOLAR system and of the Agency e-learning portal including all associated contract management and technical issue resolution.

HR Group #2 Performance Metrics

Group #	Imp Plan #	Name	Measure	Strategic Theme (Cost, Efficiency, Accuracy, or Customer Service)
2	16	Registration/reimbursement for Off-site Training Activities	# of FTE/WYE for activity	C/E
2	16	Registration/reimbursement for Off-site Training Activities	$ expended per trainee	C
2	16	Registration/reimbursement for Off-site Training Activities	CSS: timeliness, responsiveness, attitude	CS
2	16	Registration/reimbursement for Off-site Training Activities	% of entries entered error free (Astar, SAP, etc.)	A
2	17	Data Entry of Training Data	# of FTE/WYE for activity	C/E
2	17	Data Entry of Training Data	% of entries entered error free (Astar, SAP, etc.)	A
2	18	Administration and Oversight of Training Data Systems and Requirements	# of FTE/WYE for activity	C/E
2	18	Administration and Oversight of Training Data Systems and Requirements	% of entries entered error free (Astar, SAP, etc.)	E,CS
2	18	Administration and Oversight of Training Data Systems and Requirements	% of report requests that are turned around within 1.5 hours or less	E,CS
2	19	Survey and Assessment Data Gathering and Delivery	# of FTE/WYE for activity	C/E
2	19	Survey and Assessment Data Gathering and Delivery	CSS: timeliness, responsiveness, attitude	CS
2	20	Processing of Training Notifications	# of FTE/WYE for activity	C/E
2	20	Processing of Training Notifications	$ expended per trainee	C
2	20	Processing of Training Notifications	CSS: timeliness, responsiveness, attitude	CS
2	20	Processing of Training Notifications	% of entries entered error free (Astar, SAP, etc.)	A
2	21	Development and Procurement Planning of Training Services	# of FTE/WYE for activity	C/E
2	21	Development and Procurement Planning of Training Services	CSS: timeliness, responsiveness, attitude	CS
2	21	Development and Procurement Planning of Training Services	% of entries entered error free (Astar, SAP, etc.)	A
2	22	Administration and Oversight of On-line Agency Training	# of FTE/WYE for activity	C/E
2	22	Administration and Oversight of On-line Agency Training	CSS: timeliness, responsiveness, attitude	CS

Group 3: Employee Benefits and Services

23. **Benefits Processing**
24. **PCS/ Relocation**
25. **Financial Disclosure Administrative Processing**
26. **Processing of Outside Employment**
27. **Some Aspects of In-processing**
28. **Administration of Leave Donor Program and Advanced Sick Leave Request**
29. **Organization of Health Fairs**

HR SIPOC # 23:   Benefits Processing

Supplier	**Input**	**Process**	**Output**	**Customer**
Some Aspect of In-Processing	Forms and Information		Case Management	Benefits Carrier
Employee Related Individuals*	General Inquiries		Delivery of Benefits Information	NASA Employees
NASA Employees	Request for Benefit Information		Resolution of Disputed Claims	HR Specialists
	Benefit Enrollment Forms		Scheduling of Counseling Session	Unions
	Request for Change Benefits	Benefits Processing***	Scheduling of Personalized Counseling Session	Payroll Office
	Request for Actual Benefits		Notification of Enrollment/Change in Benefits	
Internal Entities**	Claim Forms		Documentation of Benefits or Activities	
	Request for Annuity Estimates		Resolved Employee Issues	
HR Specialists	Request for Personalized Service		Changes to Benefits Processing	Personnel Databases
	Certification of Service for Retirement (Employment History)		Benefit Changes for Payroll Deduction	
Unions	Representation of Employee Issues		Personnel Changes	FEHB, FEGLI, NEBA, TSP, LTC
Maintenance of Official Employee Records			NEBA Information	Maintenance of Official Employee Records
Payroll	Employee Information		Employment History (Death & Retirement Only)	Payroll
OPM, NEBA, TSP	Program Changes	FTEs: 0 WYEs: 6.0	Sf-50s/Other Forms	Preparation of Reports
	Proof of Coverage		Consolidated Reports	

Benefits Processing: To include counseling, processing, reviewing, and documentation of OPM services including FEHB and FEGLI, along with other services such as NEBA, TSP, LTC, retirement and death benefits coverage. The NSSC service delivery statement of work will be structured to provide that in special cases involving death, serious illness or other sensitive situations, and at the request of a Center HRO, the NSSC service provider will work throughout the case with a local Center HR employee to provide the appropriate personalized service delivery that the NASA employee beneficiary/survivor receives under current arrangements. (Note: *Employee Related Individuals = Beneficiaries, Children/ Dependents, former spouses. Note: **Internal Entities = EO, Legal, EAP, OCC Health. Note: ***Benefits Processing will not transfer unless electronic OPFs are present)

HR SIPOC # 24: PCS/ Relocation

Supplier	Input	Process	Output	Customer
Some Aspect of In-Processing	Forms and Information		Counseling	New NASA Employees
New NASA Employees	Employee Information			Current NASA Employees
Current NASA Employees	Required Benefits	PCS/ Relocation	PCS Orders	NASA Centers
	Requested Action			Relocation Services Contractor
Procure-ment	Notification of Contract for Relocation Services (SAP)			CFO
HR Specialists	Paperwork/ Documentation of Entitlement Authority to Proceed		Annual Report of Relocation Services Activity (SAP)	Transpor-tation
Relocation Services Contractor	PCS Orders	FTEs: 0 WYEs: 2.0	Procurement Request w/ SOW (SAP)	Agency Relocation Services Program Manager
	Information on PCS Program Activity		Paperwork for Homesale Incentive Program (FPPS)	Procure-ment
				Personnel Action Processing and Related Records

PCS/ Relocation: Counseling new hires and current employees/transferees on moving expenses entitlement associated with permanent change of station and relocation.

HR SIPOC # 25: Financial Disclosure Administrative Processing

Supplier	Input	Process	Output	Customer
NASA Centers	Submission Deadline	**Financial Disclosure Administrative Processing**	Forms & Instructions	NASA Employees
Legal	Employee Personnel Records		Periodic Reminders	HR Specialists
HR Specialists	Criteria of Positions Required to File		Status Reports on Filers	Legal
	List of Employees Required to Submit		Names of Employees Who Fail to File	
	Financial Disclosure Forms (OGE 450, 450A, OGE SF278		Verification that Notices Directed to Appropriate Employees	
	Notification to Employees to File		Review of Completed Forms	
		FTEs: 0 WYEs: 0.75	Completed Forms (278 & 450)	

Financial Disclosure Administrative Processing: Identifying Employees required to file.

HR SIPOC # 26: Processing of Outside Employment

Supplier	Input	Process	Output	Customer
NASA Employees	Identification of Outside Employment Interests	**Processing of Outside Employment**	Legal opinion on conflict of interest	NASA Employees
	Initiation of Request for Outside Employment Interests		Approval/ disapproval of request	Managers
Managers	Request for Outside Activity		Notification of Employees	Legal
			Copy of Office File	HR Specialists

FTEs: 0
WYEs: 0.18

Processing of Outside Employment: Reviewing requests and making determinations for approval/disapproval. Counseling on all aspects of issues associated with outside employment. Final determinations are reserved to line management at the Centers.

HR SIPOC # 27: Some Aspects of In-processing

Supplier	Input	Process	Output	Customer
New Hire/ Transferee	Employee Information	Some Aspect of In-Processing	Copies of Paperwork	NASA New Hire
HR Specialists	Paperwork (SF-85, OF-306, SF-144, tax forms etc.)		Completed EOD Forms	HR Specialists
Benefits Processing	SF52 Information (FPPS)		SF52 Information (FPPS)	Benefits Processing
PCS/ Relocation	Appropriate Information		Appropriate Information	PCS/ Relocation
Payroll				Payroll
Personnel Security	Required Forms	FTEs: 0 WYEs: 0.38	Required Forms	Personnel Security

Some Aspects of In-Processing: Prior to entrance on duty, individuals will be provided with and asked to complete in-processing packages necessary for appointment processing before EOD as well as in the ensuing period for followup activities.

HR SIPOC # 28: Administration of Leave Donor Program and Advanced Sick Leave Request

Supplier	Input	Process	Output	Customer
Managers	Leave Approval	Administration of Leave Donor Program and Advance Sick Leave Request	Copy of Request Forms	NASA Recipient
NASA Recipient	Request for Donated Leave		Explanation of Decisions	Managers
Doctors	Medical Documentation		List of Employees Approved as Leave Recipients	HR Specialists
HR Specialists	Termination of Need		Status Reports	Payroll
NASA Donor	Donor Forms		Notification of Decisions	NSSC HR
Datawarehouse	Leave Balance (FPPS)	FTEs: 0 WYEs: 0.75	Accurate Accounting of Hours (FPPS)	
	Accurate Accounting of Hours (FPPS)		Term of Recipient/ Donor Status	
			Maintain Files	

Administration of Leave Donor Program and Advance Sick Leave Request: Accepting and processing applications and donor forms, approval notices to employees and notification to payroll. Does not include recipient consultation and approval.

HR SIPOC # 29: Organization of Health Fairs

Supplier	Input	Process	Output	Customer
HR Specialists	Potential Dates, Times, and Locations	Organization of Health Fairs	Confirmation Notices of Attendance from Health Care Providers	HR Specialists
	Potential List of Service Providers		Promotional/ Informational Materials	NASA Employees
	Information on Potential Service Providers		List of Service Providers at Fairs	Security
	Available Information on Health Fair		Notification About Health Fairs	Health Care Providers
OPM	Open Season Notices and Changes		Notification of Successful Health Fair	Facilities
Insurance Carriers	Potential Available Dates		Logistics Work Order	
	Response and Participant Listing			
GSFC Warehouse	Brochures	FTEs: 0 WYEs: 0.10		

Organization of Health Fairs: To include FEHB Open Season Health Fair, Occupational Health and safety Awareness Fair, arrange for participation by Health Insurance carriers, arrange for participation by various health care professionals.

HR Group #3 Performance Metrics

| Group #	Imp Plan #	Name	Measure	Strategic Theme (Cost, Efficiency, Accuracy, or Customer Service)
3	23	Benefits Processing (counseling)	CSS: Post-counseling survey. % of surveyed customers responding that they are satisfied with counseling experience.	CS
3	23	Benefits Processing (benefits changes)	% of benefits changes that were processed within one pay period	E
3	23	Benefits Processing (benefits changes)	% of benefits changes that have to be corrected	E
3	23	Benefits Processing (benefits changes)	Benefits changes processed per Benefits FTE	C
3	23	Benefits Processing (Retirement and Death actions)	Actions processed within OPM time limits	E
3	24	PCS/Relocation	Packet sent within 24 hours of authorization	E
3	24	PCS/Relocation	% of eligible employees who use the service	E
3	24	PCS/Relocation	CSS: Post-counseling survey. % of surveyed customers responding that they are satisfied with counseling experience.	CS
3	25	Financial Disclosure Administrative Possessing	% of notices sent by deadline	E
3	26	Processing of Outside Employment	# of days for agency to process decision on outside activity from date of submittal	E
3	27	Some Aspects of In-Processing	% of packets sent within 24 hours of employment offer acceptance.	E
3	28	Administration of Leave Donor Program & Advance Sick Leave Requests (Leave Donation)	Time (hrs) for name of approved leave donation recipients to be posted to the website after approval	E
3	28	Administration of Leave Donor Program & Advance Sick Leave Requests (Leave Donation)	% of names removed from website within 24hrs of completed action	E
3	29	Organization of Health Fairs	Space reserved, carriers notified and responses from carriers tracked by established deadline	E

Group 4: Human Resource Information Systems and Reports

      30.   **Preparation of Reports**
      31.   **HR Information Systems**
      32.   **Website Development**
      33.   **User Support/ Expertise for Center HR Data Users**

HR SIPOC # 30: Preparation of Reports

Supplier	Input	Process	Output	Customer
Managers	Report Requirements	Preparation of Reports	Reports (Ex: Data Cubes)	Managers
Admin. Officers	Schedule for Delivery		Reports in Electronic User Library (Brio, Excel)	Admin. Officers
Public Affairs				Public Affairs
Approved NASA Employees	Non-System Information		Informative Webpages	HR Staff
User Support/ Expertise for Center HR Data Users				Approved NASA Employees
*Other HR Processes	Consolidated Reports		On-Demand Ad-hoc Reports (Ex: Data Cubes)	EEO
FPPS				Legal
DOI Datamart	DATA			Other Gov. Agencies
IFMP Business Warehouse			Data Load	
IFMP Modules				
Competency Mgmt. System	DATA			
AdminSTAR				
EEO		FTEs: 0 WYEs: 4.63		
Legal	Report Requirements			
Other Gov. Agencies				

Preparation of Reports: Report requiremetns may originate with Center and Agency management, or from external entities (examples would be FOIA requests, OPM, OMB, EEOC, congressional inquiries). These report requirements may respond to recurring or one-time needs. The NSSC will use data query tools to extract this data from the integrated financial/HR management system. Information/data for Agency level reports may also be collected from Centers, extracted from NPPS, or prepared based on agency-level knowledge. The data will be shared with the Centers and Agency management in a variety of formats, e.g., hard copy, electronic, web-based reports, and web-based reporting tools. Note that ad hoc reporting and direct consultation with management remains a Center responsibility.

HR SIPOC # 31: HR Information System

Supplier	Input	Process	Output	Customer
NASA Policy	Data Models (ASTAR/FPPS)	HR Information Systems	Information (ASTAR/FPPS)	HR Specialists
IT Policy	Data Definitions (ASTAR/FPPS)		Data Warehouse Structure (ASTAR/FPPS)	Managers
Approved NASA Employees	Data & System Requirements (ASTAR/FPPS)		Query/ Reporting Tools (ASTAR/FPPS)	Admin. Officers
Other Gov. Agencies	Data Input (ASTAR/FPPS)		On-Line Training (ASTAR/FPPS)	Analysts
HR Specialists	HRIS Require- ments	FTEs: 0 WYEs: 1.50	Information (ASTAR/FPPS)	Approved NASA Employees
Administration & Oversight of Training Data Systems & Requirements	Course Information/ Issue Resolution/ Reporting Updates (ASTAR/FPPS)		Printed Reports	Other Gov. Agencies
			Standardized & Customized System Reports (ASTAR/FPPS)	

HR Information Systems: The NSSC will administer the Agency-wide automated systems that support HR. Current systems include: FPPS, AdminSTAR, NASA Employee Benefits System (NEBS), etc. The NSSC will ultimately administer the integrated financial management /HR system that will replace current systems. Note: Other Gov. Agencies= GSA, OMB, OPM, Department of the Treasury.

HR SIPOC # 32: Website Development

Website Development: The NSSC will provide a full range of web-based support to the HR function, by designing, building, programming and maintaining websites. This includes responsibility for hardware, software, security, metrics, ensuring required links (e.g., Office of Special Counsel), etc. In addition, the NSSC will develop content in consultation with the Centers and Agency management.

HR SIPOC # 33: User Support/Expertise for Center HR Data Users

Supplier	Input	Process	Output	Customer

Supplier:
- Users
- HR Specialists
- FPPS
- DOI Datamart
- IFMP Business Warehouse
- IFMP Modules
- Competency Mgmt. System
- AdminSTAR

Input:
- Requests for Accounts/ Assistance
- Data/ Support Require- ments
- Help Desk Requests
- Identification/ Notification of Approved Data Users
- Access/ Account Authorization
- Defined Procedure/ Protocol for Agency-Wide Use
- Data
- Data

Process:
- User Support/ Expertise for Center HR Data Users

FTEs: 4.75
WYEs: 2.25

Output:
- Data Reports (Brio, ASTAR, FPPS, etc.)
- Guidance/ Support for Applications and Systems
- Issue Resolution
- Access to Center HR Database (ASTAR/FPPS)
- Requests for Data Correction (ASTAR/FPPS)

Customer:
- Users
- Managers
- Maintenance of Official Employee/ Performance Records

User Support/Expertise for Center HR Data Users: The NSSC will provide "Help Desk" support to Center HR data users for the full range of Agency-wide HR systems, including FPPS, AdminSTAR, NASAStars, Position Description Management System, as well as pertinent query tools such as Brio, etc. The NSSC will be responsible for fielding questions of both a technical (i.e., information technology) nature and of a functional (i.e., how to manipulate particular data) nature. Customers will secure this support via telephone or e-mail. In addition, the NSSC will provide user training either remotely or at Centers, as needed.

HR Group #4 Performance Metrics

Group #	Imp Plan #	Name	Measure	Strategic Theme (Cost, Efficiency, Accuracy, or Customer Service)
4	30	Preparation of Reports	# of Reports produced per period per FTE/WYE	C
4	30	Preparation of Reports	% of requests completed within specified time period	CS
4	31	HR Information System	% availability (down time)	CS
4	31	HR Information System	# of FTE/WYE for activity	C,E
4	32	Website Development	CSS: customer satisfaction	CS,E
4	32	Website Development	Time (days) to develop and post to web	E
4	33	Use support/expertise for Center HR data users	% first time correct response	A
4	33	Use support/expertise for Center HR data users	Time (Hrs) from request to resolution of issue	C,E
4	33	Use support/expertise for Center HR data users	Wait time (hrs) for assistance	CS
4	33	Use support/expertise for Center HR data users	Time from request to time receives acceptance in system (Hrs)	CS/E

Group 5: Personnel Action Processing and Recordkeeping

34. Maintenance of Official Employee/Performance records
35. Personnel Action Processing and Related Records

HR SIPOC # 34:   Maintenance of Official Employee/ Performance Records

Supplier	Input	Process	Output	Customer
User Support/ Expertise for Center HR Data Users	Requests for Data Correction (ASTAR/FPPS)	Maintenance of Official Employee/ Performance Records	Updated OPFs (FPPS)	NASA Centers
NASA Employees	Employee Information/ Verifications		Access to OPFs and records 24/7 (FPPS)	Legal Office
HR Specialists	Supporting Documents SF50			Managers
Managers	Requests for Information from OPFs			HR Specialists
IHCMS	IHCMS Data			OPM
Personnel Security	Identification of Funding			NASA Employee
Awards Processing	Award Reports (FPPS)			Payroll
Personnel Action Processing and Related Records	OPF Data (FPPS)			
Benefits Processing	Requests for Information from OPFs	FTEs: 0 WYEs: 3.50		

Maintenance of Official Employee/ Performance Records: The NSSC will be responsible for maintaining all information, forms and data that comprise the "Official Personnel Folder" and "Employee Performance File." (Note: Under the assumption that OPFs and EPFs are fully automated, and needed information can be accessed remotely by the Centers.)

HR SIPOC # 35: Personnel Action Processing and Related Records

Supplier
- Managers
- OPM
- Reports
- HR Specialists
- NASA Employees

Input
- Policy
- OPM Regulations
- Access to Official Personnel Data (OPFs) (FPPS)
- Supporting Documentation for SF-52s (FPPS, Employee Express)
- SF-52s (FPPS, Employee Express)
- NASA Employee Information (FPPS, Employee Express)
- Proof or Verification of Documents (FPPS, Employee Express)

Process
- Personnel Action Processing and Related Records

FTEs: 3,0
WYEs: 11.0

Output
- Updated SES Data (EIS)
- OPF Data (FPPS)
- Completed SF-50s (FPPS)
- Non-OPF Data (FPPS)
- Mature Reports

Customer
- Maintenance of Official Employee Records
- OPM
- HR Specialists
- Managers
- NASA Employees
- Payroll
- Reports

Personnel Action Processing and Related Records: The NSSC will process SF-52s "Request for Personnel Action", including review, signature, data entry into automated processing system, generation of SF-50 "Notification of Personnel Action" and authentication of SF-50, and distribution of the SF-50 to appropriate parties. (Filing in OPF may be included if this function also moves to the NSSC.) This includes processing personnel actions (e.g., appointments, transfers, conversions, and merit increases) for SES and updating the automated database of executive personnel information maintained by OPM.

HR Group #5 Performance Metrics

Group #	Imp Plan #	Name	Measure	Strategic Theme (Cost, Efficiency, Accuracy, or Customer Service)
5	34	Maintenance of Official Employee/ Performance records	To maintain EPR	C
5	34	Maintenance of Official Employee/ Performance records	# of FTE/WYE for activity	C,E
5	34	Maintenance of Official Employee/ Performance records	CSS: customer satisfaction	CS,E
5	35	Personnel Action Processing and Related Records	Time of receipt to time received and signed	CS
5	35	Personnel Action Processing and Related Records	# of FTE/WYE for activity	C,E
5	35	Personnel Action Processing and Related Records	CSS: customer satisfaction	CS,E

Procurement

Group 1: Transactional Services (Grants, Cooperative Agreements, SBIRs, and STTRs)
Group 2: Major Contracting Operations (CCI Contracts of a Business Nature)
Group 3: Workforce Development & Management Operations
Group 4: Procurement Electronic Systems and Tools

Group 1: Transactional Services (Grants, Cooperative Agreements, SBIRs, and STTRs)

1. (76) Award of Grants/Cooperative Agreements
2. (89) Grants/Cooperative Agreements Administration
3. (83) Award of SBIRs and STTRs
4. (96) Administration of SBIRs and STTRs
5. (83A) Procurement Policy Advisor of SBIRs & STTRs

Procurement SIPOC # 1: (76). Award Grants/Cooperative Agreements

Supplier	Input	Process	Output	Customer
HQ/Center Resources	Purchase Request	Award Grants/ Cooperative Agreements	Reporting (If Applicable)	Code L
HQ/Center Technical	Technical Evaluation		Final Grant/ Cooperative Agreement	HQ/Center Technical
Offeror	Proposal			Procurement
				FM
				Other Government Agency
				Award Recipient

Award Grants/Cooperative Agreements: Perform post-selection procurement activities leading to the award of grants and/or cooperative agreements with educational institutions, and with not for profit institutions. This activity includes awards of grants and cooperative agreements resulting from unsolicited proposals and "earmark" money, however it excludes institutes.

Procurement SIPOC # 2: (89). Grants/Cooperative Agreement Administration

Supplier	Input	Process	Output	Customer
Other Government Agencies	Delegation Assistance	Grants/ Cooperative Agreements Administration	Correspondence	NASA HQ
HQ/Center Resources	Purchase Request (If Required)		Amendments to Existing Grants/CAs	Other Government Agency
NASA HQ	Direction/ Guidance		Reports	FM
Award Recipient	Request for No-Cost Extension		Request Contract Closeout	Award Recipient
COTR	Other Requests			COTR
				Management
				Manage Contract Closeout

Grants/Cooperative Agreements Administration: Perform post-award administration of Grants and Coorperative Agreements to Universites and Nonprofit organizations, including "earmarks." Excludes institutes, and awards to for-profit entities. Activities include: monitoring funding; preparing funding modifications; negotiating and executing supplemental agreements; coordinating activities with other Government Agencies (e.g.HHS); monitoring grant/cooperative agreement cost reporting.

Procurement SIPOC # 3: (83). Award of SBIRs and STTRs

Supplier	Input	Process	Output	Customer
HQ	Award Information (PR, Proposal selection Letter, Guidance)	Award of SBIRs and STTRs	Contract	Contractors
	Required Pre-Award Approvals			FM
SBIR Program Management	Access Information		Information	HQ
DCAA	Audit		Reports	COTR

Award of SBIRs and STTRs:Perform all post-selection procurement activities leading to the awards of SBIR Phase I and Phase II and STTRs.   This activity includes conducting rates verification with Government Audit Agencies; conducting negotiation, preparing price negotiation memorandum; and preparing award documents. This activity does not include SBIR Phase III.

Procurement SIPOC # 4: (96). Administration of SBIRs and STTRs

Supplier	Input	Process	Output	Customer
Other Government Agencies	Deliverables	Administration of SBIRs and STTRs	Modifications	Contractors
HQ (Codes S, Y, H)	Policy/ Guidance/ Changes			HQ (Codes S, Y, H)
SBIR Program Management	Revised Requirements /Funding			SBIR Program Management
Center Technical Procurement			Request Contract Closeout	FM
				Manage Contract Closeout

Administration of SBIRs and STTRs: Perform all SBIRs and STTRs Phase I and II contract administration activities. These activities generally include monitoring funding; preparing funding modifications, negotiating and executing supplemental agreements such as time extension, change in Principal Investigator; coordinating activities with other Government Agencies such as DCAA for rate audits and rate verification; monitoring contract performance to ensure all deliverables are submitted; preparing past performance evaluations; maintaining contract files up to physical completion.

Procurement SIPOC # 5: (83A). Procurement Policy Advisor of SBIR & STTR Program

Supplier
- SBIR Program Management
- Contractors
- Code H
- COTR
- NSSC Staff
- SBA

Input
- Electronic Handbook (EHB)
- Draft SBIR/STTR Announcements
- Topic Selection
- Questions/Issues
- Policy/Guidance

Process
- Procurement Policy Advisor of SBIRs & STTRs

Output
- Issue Resolution
- Revised Electronic Handbook (EHB)
- Issue/Policy Guidance
- Approved SBIR/STTR Announcements

Customer
- Code H
- SBA
- Contractor
- COTR
- NSSC Staff
- SBIR Program Management
- Industry

Procurement Policy Advisor of SBIRs & STTRs: Provide procurement policy and guidance to Program Executive (Code R) and all program levels regarding content of RFP, selection procedures, contract terms and conditions, and awards. Provide expert advice in protest to the Agency and or GAO. Also represents NASA to Contractors, other agencies, and the SBA on SBIR related matters.

Procurement Group #1 Performance Metrics

Group 1:

Level	Name	Activity	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure
4	76	Grants/Cooperative Agreements (77)	E	% of awards completed based on established NASA guidelines (normally 29 days)
4	76		E	% of ear-marks completed based on established NASA guidelines
4	89	Grants/Cooperative Agreements Administration (90)	A	% of grants when audited that are correct and meet requirements
4	89		E	# of grants processed per grant processor
4	89		A	CSS: Ongoing CO Reviews
4	89		C	Cost of performing Grants/Co-operative Agreements function
4	83	Award of SBIRs and STTRs	E	% of awards meeting NASA established guidelines
4	83		CS	CSS: Based around electronic handbook
4	96	Administration of SBIRs and STTRs	same as grants metrics	
4	83A	Procurement Policy Advisor of SBIRs & STTRs	E	Time to implement changes in regulations
4	83A		E	Time from request to change handbook to when request is forwarded to people who update the handbook

Group 2 – Major Contracting Operations (CCI Business Contracts of a Business Nature)

6. (101). Management, Assessment & Coordination of Consolidated Contract Initiative Opportunities
7. (102).   Management & Administration of CCI Contracts of a Business Nature
8.   (103). Award of New & Follow-On CCI Contracts of a Business Nature
9.   (104A). Award of Centralized Agency Contracts (Total Project Management)
10. (104B). Management of Centralized Agency Contracts (Total Project Management)

Procurement SIPOC # 6: (101). Management, Assessment & Coordination of Consolidated Contract Initiative Opportunities

Supplier	Input	Process	Output	Customer

- NSSC CO
- Center CO
- Technical Community

- Procurement Opportunities
- Questions on Availability

- Management, Assessment & Coordination of Consolidated Contract Initiative Opportunities

- Identify New CCI Opportunities

- Procurement
- Technical Community

Management, Assessment & Coordination of Consolidated Contract Initiative Opportunities: Management of the Agency's CCI opportunities which consists of a proactive effort with HQ and Field Center program and procurement personnel to coordinate, identify, advocate, assist in the implementation and track the overall progress of Agency consolidated contracts.

Procurement SIPOC # 7: (102). Management & Administration of CCI Contracts of a Business Nature

Supplier	Input	Process	Output	Customer
Center Contracting Officer	Changes	Management & Administration of CCI Contracts of a Business Nature	Correspond-ence	Center Contracting Officer
Contractor	Questions		Modifications	NSSC Contracting Officer
Other Government Agencies	Correspond-ence (TTO/DO)		Request Contract Closeout	Contractor
				FM
				DCMC
				DCAA
				Manage Contract Closeout

Management and Administration of CCI Contracts of a Business Nature: Performs post award contract management and administration of ongoing consolidated contracts insuring that overall contract requirement (performance, cost, and schedule) are fully satisfied and meet the needs of the requesting organizations.

Procurement SIPOC # 8: (103). Award of New & Follow-On CCI Contracts of a Business Nature

Supplier	Input	Process	Output	Customer
NASA Code H	Oversight of Pre-Award Process Approval (ASMs)	Award of New & Follow-On CCI Contracts of a Business Nature	Contract	FM
SEB	Required Documents		Correspondence/ Meetings (De-Briefings)	Technical Community
Technical Community	CCI Contract Questions			DCAA
Center Contracting Officer	Proposals			DCMA
Offeror	New CCI Opportunities			Center CO
Management, Assessment & Coordination of Consolidated Contract Initiative Opportunities				Contractor
				NSSC CO

Award of New and Follow-On CCI Contracts of a Business Nature: Performs all pre-award, solicitation, evaluation, and related activities required to insure the successful award of new and follow-on CCI contracts.

Procurement SIPOC # 9: (104A). Award of Centralized Agency Contracts (Total Project Management)

Supplier	Input	Process	Output	Customer
HQ	Oversight & Pre-Award Process Approval (ASMs)	**Award of Centralized Agency Contracts (Total Project Management)**	Contract	FM
Offerors	Proposals		Correspondence/Meetings (De-Briefings)	Center Functional PoC
Center Functional PoC	Questions/Correspond-ence			Contractor
	Pre-Award Documentation			DCMC
				DCAA

Award of Centralized Agency Contracts (Total Project Management): Performs all pre-award, solicitation, evaluation, and related activities required to insure the successful award of identified centralized agency contract requirements (e.g. IFMP, ODIN)

Procurement SIPOC # 10: (104B). Management of Centralized Agency Contracts (Total Project Management)

Supplier	Input	Process	Output	Customer

Supplier: Center Functional PoC; Contractors

Input: Changes; Questions/Correspondence

Process: Management of Centralized Agency Contracts (Total Project Management)

Output: Correspondence; Modifications to Task Orders/Delivery Orders; Request Contract Closeout

Customer: FM; Center Functional PoC; Contractor; DCMC; DCAA; Manage Contract Closeout

Management of Centralized Agency Contracts (Total Project Management): Performs post award contract management and administration responsibilities of active centralized Agency contracts insuring that overall contract requirement (performance, cost, and schedule) are fully satisfied and meet the needs of the requesting organizations.

Procurement Group #2 Performance Metrics

Group 2:

Level	Name	Activity	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure
4	101	Management, Assessment, & Coordination of Consolidated Contract Initiative Opportunities	E	# of test cases generated per year/% of test cases turned into awards
4	101		CS	CSS: Technical community and procurement poc: responsiveness
4	101		CS	FTE hrs saved through centralized CCI opportunities
4	101		CS	# of identified potential areas for consolidation
4	103	Award of New and Follow-On CCI Contracts of a Business Nature	E	% of awards meeting NASA established guidelines
4	103		CS	CSS: Technical community and procurement poc: responsiveness
4	104A	Award of Centralized Agency Contracts (Total Project Management)	E	% of awards meeting NASA established guidelines
4	104A		CS	CSS: Technical community and procurement poc: responsiveness
4	104B	Management of Centralized Agency Contracts (Total Project Management)	E	% of awards meeting NASA established guidelines
	104B		CS	FTE hrs saved through consolidated CAC
4	104B		CS	CSS: Technical community and procurement poc: responsiveness

Group 3: Workforce Development & Management Operations

11.   **(18).**   Coordinate & Manage Agency Standard of 1102 Training Program
12.   **(22).**   NASA Procurement Intern Program
13.   **(62A).** Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions
14.   **(63B).** Management of Agency Bankcard Program
15.   **(5B).**   Management of Self-Assessment Program Guide
16.   **(105).** Coordinate Performance of Contractor Purchasing System Review
17.   **(74).**   Management of Contract Closeout
18.   **(45).**   Processing Unsolicited Proposals
19.   **(70).**   Point of Contact for ULO & Special Financial Reporting
20.   **(47).**   Develop & Manage COTR Program (Refresher Training)
21.   **(107).** SRBA Support Activities
22.   **(64).**   Train New Bankcard Holders & Approving Officials
23.   **(65).**   Perform Bankcard Audits

Procurement SIPOC # 11: (18). Coordinate & Manage Agency Standard of 1102 Training Program

Supplier	Input	Process	Output	Customer
Center Training Coordinator	List of Participants	Coordinate & Manage Agency Standard of 1102 Training Program	Certificate of Training	Participant
Training Providers	Provide Training Course		Notification of Course Completion	Center Training Coordinator
Class Location	Training Logistics			NSSC Training Coordinator
NSSC Training Coordinator	Maintenance Certifications Requirements		Updated Procurement Employee Record	Managers
Preparation of Reports	Updated Procurement Employee Records			NSSC

Coordinate & Manage Agency Standard of 1102 Training Program: Actively manages the GS 1102 (procurement personnel) professional development and training program.   Works with Headquarters and Field Center personnel to establish guidelines, course curriculum, and track employee participation. Insures compliance with relevant OPM, OMB, and other published guidelines.

rocurement SIPOC # 12: (22). NASA Procurement Intern Program

Supplier	Input	Process	Output	Customer
Code C	Allocation of Interns	NASA Procurement Intern Program	Application Updates	Applicants
KSC Recruiter	Copy of Interview Results		Offer/Rejection Letters	KSC Recruiter
Applicants	Copy of Preference Sheet		Offer Requests	NASA Centers
Interns	Copy of Offers		Hired Intern Information	HQ Management
NASA Centers	Unsolicited Applications		Resolved Issues	Personnel Action Processing and Related Records
	Questions/ Requests for Assistance			Interns
	Intern Hired as Employee Information			

NASA Procurement Intern Program: Actively manages the Code H Procurement Intern Program. Works with Headquarters and Field Centers to establish program guidelines, identify candidates, standardize required training, and track employee progress throughout the program.

Procurement SIPOC # 13: (62A). Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions

Supplier	Input	Process	Output	Customer
Survey Results				
Center Functional PoC	Identification of Training Need	Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions	Certificate of Training	Participant
Code H				
NASA Training Provider			Notification of Course Completion	Data Entry of Training Data
Training Provider	Training			Training Coordinator
Procurement Training Provider				

Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions: Act as a clearinghouse for subject specific mini training requirements identified by Headquarters or Field Centers with the goal of the leveraging existing Agency resources (e.g. course material, trainers, etc.) thereby achieving greater efficiencies and eliminating Center training duplication.

Procurement SIPOC # 14: (63B). Management of Agency Bankcard Program

Supplier	Input	Process	Output	Customer

Supplier:
- Agency Travel APC
- Agency Fleet APC
- Purchase APCs
- Bank of America
- Other Agencies
- GSA

Input:
- Feedback on Bankcard Program
- Questions/ Discussion of Special Situations
- Bankcard Data
- Ad Hoc Reports (Eagls)
- Quarterly Status Report
- General Information
- Program Highlights/ Reports

Process:
- Management of Agency Bankcard Program

Output:
- Policy Compliance Notice
- Reports (Eagls/Excel)
- Policy Development
- Issue Resolution
- Advisory Information
- Contract Issues
- Contract Modification

Customer:
- OMB
- HQ
- Bankcards
- Procurement MGMT
- Purchase APCs
- Agency Travel APC
- Agency Fleet APC
- GSA

Management of Agency Bankcard Program: Actively manage the Agency's Bankcard program including interfacing with other Agencies, implementing standard policies and practices, identifying areas of risk, and insuring compliance with existing guidance. Agency oversight of the three SmartPay product lines: Procurement, Travel and Fleet programs.

Procurement SIPOC # 15: (5B). Management of Self-Assessment Program Guide

Supplier	Input	Process	Output	Customer
HQ Analyst	Updated Policy	Management of Self-Assessment Program Guide	Updated Guide	HQ Analyst
Survey Team Leader	Survey Team Reports			Center Procurement
Center Representative	Center Self-Assessment			

Management of Self-Assessment Program Guide: Management of the Procurement Self Assessment Program to include preparation and maintenance of the Self Assessment Program Guide, tracking of assessment finding and corrective actions.

Procurement SIPOC # 16: (105). Coordinate Performance of Contractor Purchasing System Review

Supplier	Input	Process	Output	Customer

Center PoC

DCMA

Request Participation in CPSR

List of Scheduled CPSRs

Coordinate Performance of Contractor Purchasing System Review

Schedule to Complete CPSR

Center PoC

Coordinate Performance of Contractor Purchasing System Reviews: Act as a clearinghouse for the coordination and scheduling of CPSR for Agency Procurement Offices with a goal of combining reviews across Agency organizations.

Procurement SIPOC # 17: (74). Management of Contract Closeout

Supplier	Input	Process	Output	Customer
NASA HQ	Notice of Funding to Participating Centers	**Management of Contract Closeout**	Review & Sign Closeout Forms	Contracting Officer
Contracting Officer	Contract Modifications		Final Closeout Documentation	NASA Centers
COTR	Centers' Closeout Tasks		Contract Funding	FM
Brace Management	Assemble & Complete Closeout Reports & Paperwork		Notification of Options to Extend Period of Performance	Brace Management
			Addition of Contract Task Orders for Newly Participating Centers	

Management of Contract Closeout: Initially, management of the CCI Closeout Contract. Contractors will continue to work at each Center due to lack of electronic file capability. Eventually, perform NASA wide contract closeout function. Monitor physical completion dates. Contact Centers to transfer physically contracts to NSSC. Upon receipt conduct closeout functions based on contract types. These activities may include writing to contractors to obtain final deliverables, final invoice; coordinating with DCAA to get final audited rates; conducting final rates negotiations, issuing final supplemental agreement Transfer file for storage to Federal Facility. This activity is dependent electronic procurement files, which is a long-term goal.

Procurement SIPOC # 18: (45). Processing Unsolicited Proposals

Supplier	Input	Process	Output	Customer
Center PoC	Provide Completed Package (Technical Review, Accept/Reject, Justification, Availability of Funding)	Processing Unsolicited Proposals	Notification	Offeror / Legislative Affairs
NSSC PoC	Determine Validity		Updated Database	Managers
Offeror	Proposals		Notification of Grant	NSSC Grants Group
Code L	Initial Review of Notification of Grant Assignment		Notification of Contract	Centers

Processing Unsolicited Proposals: Receive, distribute to appropriate technical authority, coordinate, and respond with award decision (if applicable). If grant to be awarded, then send to NSSC. If contract is awarded, send to applicable Center. All grants to be prepared at NSSC including earmarks and unsolicited proposals. Note: Notification of Code L preceeds all other output for a Grant

Procurement SIPOC # 19: (70). Point of Contact for ULO & Special Financial Reporting

Supplier	Input	Process	Output	Customer
Center Procurement Offices	Data on Reportable Records	Point of Contact for ULO & Special Financial Reporting	Metrics (Goals)	Center Procurement Offices
HQ Management (Codes A&B)	Budget Inquiries on Unspent Funds		Data & Reports	HQ Management (Codes A&B)
			Responses to Inquiries	

Point of Contact for ULO & Special Financial Reporting: Maintain ULO metrics for NASA. Prepare responses regarding all ULO inquiries and Special Financing Reporting. Coordinate information with the Centers. Keep Centers informed on the status of their ULO.   Act as the principal point of contact for all matters associated with ULO and Special Financial Reports.

Procurement SIPOC # 20: (47). Develop & Manage COTR Program (Refresher Training)

Supplier	Input	Process	Output	Customer
Center PoC	List of Training Candidates	Develop & Manage COTR Program (Refresher Training)	Certificate of Training	Participant
NSSC Training Coordinator	Training Requirements		Notification of Course Completion	Data Entry of Training Data
Training Provider	Provide Training			Center PoC

Develop & Manage COTR Program (Refresher Training): Based on NASA requirements, design and develop on-line COTR refresher training. Maintain a system of performance measurement to assess the impact of the training on COTR performance.

Procurement SIPOC # 21: (107). SRBA Support Activities

Supplier	Input	Process	Output	Customer
Enterprises/ Technical Groups	Draft BAA	**SRBA Support Activities**	Approved BAA	Enterprises/ Technical Groups
HQ SRBA	Current Policy		BAA Schedule Conflicts	Other Government Agencies
			Outreach	Center Procurement Offices
				Grants/ Cooperative Agreements

SRBA Support Activities: Review HQ NRAs, CANs; perform outreach to NASA, Universities, other Agencies; participate on Grants Steering committee, work with other Agencies and coordinate policy with HQ/SRBA. Act as operational interface with IG, GAO reports, and electronic interface issues with SYSEFUS.

Procurement SIPOC # 22: (64). Train New Bankcard Holders & Approving Officials

Supplier	Input	Process	Output	Customer

Center Procurement Purchase APCs

Notification of New Employee/ Approver Training

Notification of 3-Year Refresher Training

Train New Bankcard Holders & Approving Officials

Coordination /Notification of Training Requirement

P-card Online Training Employee Certification

SOLAR Center Specific Training Employee Certification

Notification of Completed Training

Card Holder

Approver

Center Procurement Purchase APCs

Train New Bankcard Holders & Approving Officials: Schedule/Coordinate and Provide new and refresher training for bank card holders and approvers.

Procurement SIPOC # 23: (65). Perform Bankcard Audits

Supplier	Input	Process	Output	Customer

P-Card Software → Generate Reports

Center Procurement Purchase APCs → Responses to Suspicious Purchase Reports

Process: Purchase Agency Bankcards

Output:
- Generate Reports
- Responses to Suspicious Purchase Reports
- Reports

Customer:
- Center APCs
- Management of Agency Bankcard Program
- HQ

Perform Bankcard Audits: Perform initial electronic audit of purchases. Generate report of suspicious purchases for Center review and disposition.

Procurement Group #3 Performance Metrics

Group 3

Level	Name	Activity	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure
4	18	Coordinate & Manage Agency Standard of 1102 Training Program	E	% of applicable population attending training
4	18		CS	Maximum # of participants based on needs assessment
4	18		CS	CSS: student feedback
4	22	NASA Procurement Intern Program	A	% of interns retained as NASA employees
4	22		CS	CSS: exit interviews (interns) and feedback from Managers on the interns
4	62A	Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions	CS	% of students satisfied with training
4	62A		A	CSS: procurement policy officers - to show that information is retained
4	62A		CS/E	# of day in getting new courses developed and implemented after an HQ request
4	63B	Management of Agency Bankcard Program	A	% of satisfaction with IG audits results
4	63B		CS	CSS: feedback on Management of Program: APC Surveys
4	5B	Management of Self-Assessment Program Guide	E	publication of updated program guide within established time frames
4	5B		E	# of days for collection and submission of data to HQ analysts
4	5B		CS	CSS: usefulness of guide from user community
4	105	Coordinate Performance of Contractor Purchasing System Review	E	% of CPSRs arranged within established guidelines
4	74	Management of Contract Closeout	Same as CCI Metrics	
4	45	Processing Unsolicited Proposals	E	% of unsolicited proposals forwarded to centers within established timeframes
4	45		E	# of centers documents visit before reaching correct community
4	70	Point of Contact for ULO & Special Financial Reporting	E	% of metrics reports completed according to established guidelines
4	47	Develop & Manage COTR Program (Refresher Training)	A	% of participants passing cotr training quiz
4	47		E	# of times (per year) initiative training course materials updated
4	107	Service Support Activities	CS	CSS: Users satisfied with service
4	64	Train New Bankcard Holders & Approving Officials	E	% of users performing training within established guidelines
4	64		A	% of trainees passing first time
4	64		CS	CSS: Student feedback
4	65	Perform Bankcard Audits	E	% of audits generated according to establishing guidelines

Group 4: Procurement Electronic Systems and Tools

24. (16A) Provide Support for Development of Strategic Plan for Electronic Tools
25. (16B) Define Procurement Tools Requirements
26. (16C) Develop, Manage, and Maintain Procurement Tools
27. (17B) Systems Support of SRBA
28. (20B) Electronic Distribution & Handling of Customer Surveys
29. (25B) Maintain & Publish NASA Procurement Regulations

Procurement SIPOC # 24: (16A) Provide Support for Development of Strategic Plan for Electronic Tools

Supplier	Input	Process	Output	Customer
Procurement Officers	Identify Objectives	Provide Support for Development of Strategic Plan for Electronic Tools	Prioritized Needs	Define Procurement Tool Requirements
HQ Code H	Strategic Objectives			
	Budgets			
Procurement	Identify Needs			
Other Gov. Agencies	Mandates			

Provide Support for Development of Electronic Tools for Procurement Workforce: Function includes providing staff support to HQ and Center functional owners necessary to develop a focused, prioritized strategic plan for electronic tools. Utilizes current strategic plan to develop an integrated, comprehensive approach to all e-commerce activities to insure optimum procurement tool development. Scope includes government-wide systems, NAIS, interrelationship with IFMP, and all other procurement related systems, tools, forms, templates, etc. This supporting activity bridges the gap between the HQ leadership role and the procurement community at HQ and the field Centers. Output includes detailed matrix of all systems including time-phased schedule, interdependencies, interfaces, and resource requirements (both dollars and workforce at both HQ and Center levels). Manages implementation of overall strategic plan for electronic tools.

Procurement SIPOC # 25: (16B). Define Procurement Tools Requirements

Supplier	Input	Process	Output	Customer
Provide Support for Development of Strategic Plan for Procurement Tools	Strategic Vision/ Prioritization			
Users		**Define Procurement Tool Requirements**	Formalized Requirements	**Develop, Manage & Maintain Procurement Tools**
CIO	Procurement Tool Needs			
Users				
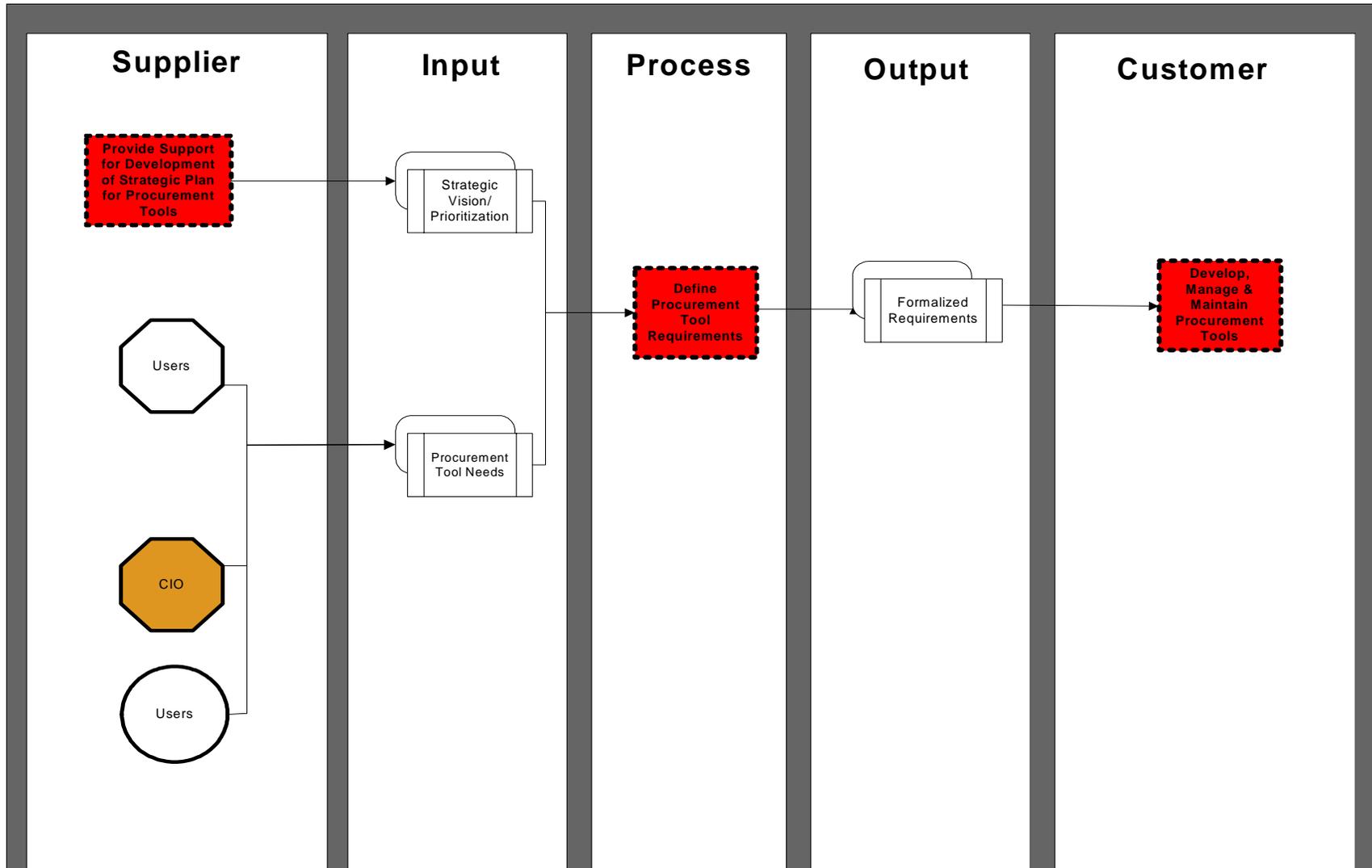
Define Procurement Tools Requirements: Implements the strategic plan for electronic tools. Upon identification of prioritized needs, future procurement system requirements will be determined using input from Center and HQ Procurement Representatives. This post-visionary activity includes all systems whether NAIS, IFM modules, or other COTS and non-COTS products. Excludes acquiring, developing and maintain the actual tool. Includes market research to assess most likely method of obtaining the tool. Staffing estimates exclude costs of obtaining tools. It is anticipated that considerable interaction with Center & HQ SME's will continue to be required.

Procurement SIPOC # 26: (16C). Develop, Manage, and Maintain Procurement Tools

Supplier	Input	Process	Output	Customer
CIO	Policy Issues and Guidance Relating to Procurement Tools		Approval Requests	HQ Code H
HQ Code H		Develop, Manage, and Maintain Procurement Tools	Metrics & Reports	
Center Procurement Officers	Center Specific Requirements		Revised Application Data	Users
	Request for Assistance		System Maintenance	
Users	Feedback on Tools Feasibility		Resolved Assistance Requests	
	Request for Revisions/ Data		New & Updated Procurement Tools	Users
Users	Application Data		Feedback on Tools Needs	Strategize and Plan Procurement Tools Needs
Define Procurement Tool Requirements	Requirements			

Develop, Manage, and Maintain Procurement Tools: Implements the strategic plan for electronic tools. Within the frame work of this strategic plan, this function includes developing, managing and maintaining individual systems and their interrelationships. This post-visionary activity includes all systems whether NAIS, IFM modules, or other COTS and non-COTS products. Dedicated focus on forms and checklist management. Increased support for IDGS content management, and NAIS Help-desk.

Procurement SIPOC # 27: (17B). Systems Support of SRBA

Supplier	Input	Process	Output	Customer
Center Procurement PoC	Policy Update Requests	Systems Support of SRBA	Policy Updates	Center Procurement PoC
Universities	User Feedback		Resolution of Issues	Universities
NASA Employees				NASA Employees
COTR	Notification of System Updates/ developer Activities		Request for System Changes	COTR

Systems Support of SRBA: On-going systems support of Fast Lane and SYSEFUS. Function includes adapting functional knowledge to desired system functionality and support to operational/maintenance issues. Excludes HQ policy analyst function as defined in item number 107. Assumes implementation of Fast Lane will be complete prior to NSSC start-up.

Procurement SIPOC # 28: (20B). Electronic Distribution & Handling of Customer Surveys

Supplier	Input	Process	Output	Customer
HQ Analyst	Survey Topics	Electronic Distribution & Handling of Customer Surveys	Survey Data for Analysis	HQ Analyst
	List of Recipients (Addresses)			
HQ Division Director	Survey Areas			
Center Directors	Recipient Address			

Electronic Distribution & Handling of Customer Surveys: Includes electronically distributing the survey, and receiving responses. Formatting the data as required and providing to HQ for analysis, etc.

Procurement SIPOC # 29: (25B). Maintain & Publish NASA Procurement Regulations

Supplier	Input	Process	Output	Customer

Supplier:
- HQ Procurement Analyst
- Federal Register

Input:
- Coordinated Draft Federal Register Notice
- Notification of Acceptance/ Change

Process:
- Maintain & Publish NASA Procurement Regulations

Output:
- Regulation Change & PIC, PIN, GIC & GN
- Updated Online Regulations & Procurement Library
- Final Federal Register Notice

Customer:
- Procurement Analyst
- Procurement
- Federal Register

Maintain & Publish NASA Procurement Regulations: This function represents the publishing portion of the service/function. Perform all support tasks associated with publication of new/revised policy.

Procurement Group #4 Performance Metrics

Group 4

Level	Name	Activity	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure*
4	16a	Provide Support for Development of Strategic Plan for Electronic Tools	CS	CSS: Procurement officers needs fulfillment
4	16a		E	Timelines from request to need of Procurement workforce identified
4	16a		E	# of days from receipt of request to posting
4	16b	Define Procurement Tools Requirements	E	% of requirements delivered within established NASA guidelines
4	16c	Develop, Manage, and Maintain Procurement Tools	CS	CSS: Survey of CODE H: How well were tools implemented, Are tools maintained well, Ease of use, functionality
4	16c		E	% of development changes completed within established guidelines
4	17B	Systems Support of SRBA	E	Turnaround time from request to action forwarded to contractor
4	17B		CS	CSS: Content is continually updated to meet expectations
4	20b	Electronic Distribution & Handling of Customer Surveys	E	% of surveys initiated within established guidelines
4	20b		E	Time from receipt of data to forwarding to analyst
4	20b		CS/A	CSS: Effective management of data prior to transfer to analysts
4	25B	Maintain & Publish NASA Procurement Regulations	E	Final regs published within determined date of receipt of final OFPP
4	25B		CS	# of comments on website
4	25B		CS/A	# of corrections needed on website

The Procurement Subteam provided an FTE/WYE breakdown by Subgroup rather than by functional activity. The following table displays each functional activities' subgroup along with the associated Implementation Plan reference number as well as the Byron Butler reference number.

Group	Subgroup	New Imp #	Revised Study Team #	Functional Activity
Group 1	D1	1	76	Award of Grants/ Cooperative Agreements
Group 1	D1	2	89	Grants/ Cooperative Agreements Administration
Group 1	D2	3	83	Award of SBIRs & STTRs
Group 1	D2	4	96	Administration of SBIRs & STTRs
Group 1	D2	5	83A	Procurement Policy Advisor of SBIR & STTR Program
Group 2	B1	6	101	Management, Assessment & Coordination of CCI Opportunities
Group 2	B2	7	102	Management and Administration of CCI Contracts of a Business Nature
Group 2	B2	8	103	Award of New and Follow-On CCI Contracts of a Business Nature
Group 2	B3	9	104A	Award of Centralized Agency Contracts (Total Project Management)
Group 2	B3	10	104B	Management of Centralized Agency Contracts (Total Project Management)
Group 3	C1	11	18	Coordinate and Manage Agency Standard of 1102 Training Program
Group 3	C1	12	22	NASA Procurement Intern Program
Group 3	C1	13	62A	Coordinate Agency-Wide Procurement Specialized Mini-Training Sessions
Group 3	C2	14	63B	Management of Agency Bankcard Program
Group 3	C3	15	5B	Management of Self-Assessment Program Guide
Group 3	C4	16	105	Coordinate Performance of Contractor Purchasing System Reviews
Group 3	D3	17	74	Management of Contract Closeout
Group 3	D3	18	45	Processing Unsolicited Proposals
Group 3	D3	19	70	Point of Contact for ULO & Special Financial Reporting
Group 3	C5	20	47	Develop & Manage COTR Program (Refresher Training)
Group 3	D4	21	107	SRBA Support Activities
Group 3	C6	22	64	Train New Bankcard Holders & Approving Officials
Group 3	C6	23	65	Perform Bankcard Audits
Group 4	A1	24	16A	Provide Support to Development of Strategic Plan for Electronic Tools
Group 4	A3	25	16B	Define Procurement Tools Requirements
Group 4	A1, A2, A5	26	16C	Develop, Manage and Maintain Procurement Tools
Group 4	A6	27	17B	Systems support of SRBA
Group 4	A7	28	20B	Electronic Distribution & Handling of Customer Surveys
Group 4	A8	29	25B	Maintain and Publish NASA Procurement Regulations

The following table displays the FTE/WYE allocation across the Procurement subgroups.

Subgroup	FTEs	WYEs
A1	7.6	11.5
A2	2.2	0.8
A3	0.9	0.0
A5	0.0	2.5
A6	0.3	0.0
A7	0.0	0.1
A8	0.0	1.0
B1	0.2	0.0
B2	5.7	0.5
B3	3.3	0.0
C1	0.0	1.4
C2	1.0	0.0
C3	0.1	0.0
C4	0.1	0.0
C5	0.0	0.1
C6	2.7	0.0
D1	3.0	52.0
D2	2.0	12.0
D3	0.0	3.0
D4	1.0	0.0
Total	**30**	**85**

Financial Management

Group 1: Accounts Payable
Group 2: Accounts Receivable
Group 3: Financial Management Accounting
Group 4: Travel Services
Group 5: Transformation Services

Group 1: Accounts Payable

1. Bankcards
2. Contracts
3. Small Purchases
4. Grants
5. Payroll

FM SIPOC # 1: Bankcards

Supplier	Input	Process	Output	Customer
SF 224s	SF 224 Adjustments		Accounts Receivable/ Collections Requests (SAP)	Accounts Receivable/ Collections
Vendors/ Bankcard Company	Master Statement (PCard/SAP)		Payments (SAP)	
	Cancelled Payment (EFT)		Interest Payments (SAP)	
	Invoices (PCard/SAP)			Vendors/ Bankcard Company
Managers	Payment Variance Inquiries		Dept. of the Treasury	
	Rejected Payment Transactions	Bankcards	Invoice Payments (SAP)	
NASA Bankcard Holders	Receipt of Goods and Services (PCard/SAP)			
	Contract Information		Dispute Resolution (SAP)	NASA Bankcard Holders
	Customer Inquiries			
Contracting Officer	Vendor Billing Information (SAP)		Internal Review Results	Provide FM Quality Review

FTEs: 1.00
WYEs: 2.00

Bank Cards: Bankcard examination and certification

FM SIPOC # 2: Contracts

Supplier	Input	Process	Output	Customer
Contract Officer	Contract Information (SAP)		Accounts Receivable/ Collections Requests (SAP)	Accounts Receivable/ Collections
Logistics	Vendor Billing Information (SAP)		Payments (EFT)	
NASA Employees	Receipt of Goods and Services (SAP)	**Contracts**	Interest Payments (SAP)	Dept. of the Treasury → Non-Federal Contractors
Non-Federal Contractors	Invoices		IRS Form 1099	IRS
SF 224s	SF 224 Adjustments		Processed IPAC Transactions	Government Entities
Government Entities	IPAC		Unliquidated Obligations Report (SAP/BW)	NASA HQ
Transformation Services	Resolved Customer Service Issues	FTEs: 4.00 WYEs: 17.00	Internal Review Results	Provide FM Quality Review

Contracts: Certification of payments, Making of payments, answering of inquiries, and arbitration of disputes.

FM SIPOC # 3: Small Purchases

Supplier

- Contract Officer
- Logistics
- NASA Organization / Employees
- NASA Non-FAR Activities
- Vendors
- Government Entities
- SF 224s
- Transformation Services

Input

- Vendor Billing Information (SAP)
- Contract Information (SAP)
- Receipt of Goods and Services (SAP)
- Non-FAR Agreement (SAP)
- Invoices
- IPAC
- SF 224 Adjustments
- Resolved Customer Service Issues

Process

- Small Purchases

FTEs: 5.00
WYEs: 26.00

Output

- Accounts Receivable/ Collections Requests (SAP)
- Payments (SAP)
- Interest Payments (SAP)
- Non-FAR Agreement Payments (SAP)
- IRS Form 1099
- Processed IPAC Transactions
- Unliquidated Obligations Report (SAP/BW)
- Internal Review Results

Customer

- Accounts Receivable/ Collections
- Dept. of the Treasury
- Vendors
- IRS
- Government Entities
- NASA HQ
- Provide FM Quality Review

Small Purchases: Payment Certification, Dispute Resolution and Clarification.

FM SIPOC # 4: Grants

Supplier	Input	Process	Output	Customer
SF 224s	SF 224 Adjustments		Accounts Receivable/ Collections Requests (SAP)	Accounts Receivable/ Collections
HHS	IPAC		Cost & Disbursement (SAP)	Grantee
	SF272	Grants and Cooperative Agreements	IPAC	HHS
Procure-ment	Grant Information		Unliquidated Obligations Report (SAP/BW)	NASA HQ
NASA HQ	Letter of Credit Authorization		Internal Review Results	Provide FM Quality Review
Transformation Services	Resolved Customer Service Issues	FTEs: 1.00 WYEs: 5.00		

Grants: Payment Certification and Examination, Dispute Resolution and Clarification.

FM SIPOC # 5: Payroll

Supplier	Input	Process	Output	Customer
Other HR Processes***	HR Data/ Information/ Statements		Earnings/ Leave Statement	NASA Employees
NASA Employees	Time & Attendance		Year-end Tax Information	Taxing Authorities
Employee Express			Payment	Garnish-ment Collectors
Accounts Receivable/ Collections	Employee Based Information	Payroll	(EFT or Check)	Employee Request Collectors
Taxing Authorities			Year-end Retirement Information	Benefit Authorities
Legal Authorities			Labor Distribution Data	NASA Mgmt Reporting
Travel**			SF224s	Program Mgmt
NASA (Settlements)		FTEs: 12.00 WYEs: 11.00	Accounts Receivable/ Collections Notification	Treasury
Transformation Services	Resolved Customer Service Issues		Internal Review Results	Accounts Receivable/ Collections
				Provide FM Quality Review

Payroll: Processing employees' earnings and deductions. Provide applicable data to government and benefit authorities. Provide customer service as necessary.

(***Personnel Action Processing provides "Compliance of SF-50s", Benefits Processing provides "Employment HIsotry", Some Aspects of in-Processing provides "Appropriate Information", and Administration of Leave Donor Program and Advance Sick Leave Request provides "Terms of Recipient/Donor Statements")

FM Group #1 Performance Metrics

| Name	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure	New or Pre
Bankcards	E	Notify Accounts Receivable to establish a receivable within 8hrs	P
Bankcards	E	% of invoices received with incorrect data, % of incorrect invoices returned within 7 business days	N
Bankcards	A	% of transactions meeting all prompt payment, FMM, FTR requirements	P
Bankcards	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Small Purchases	E	% of invoices received with incorrect data, % of incorrect invoices returned within 7 business days	N
Small Purchases	E	Notify Accounts Receivable to establish a receivable within 8hrs	P
Small Purchases	A	% of transactions meeting all prompt payment, FMM, FTR requirements	P
Small Purchases	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Contracts	A	% of transactions meeting all prompt payment, FMM, FTR requirements	P
Contracts	E	Notify Accounts Receivable to establish a receivable within 8hrs	P
Contracts	E	% of invoices received with incorrect data, % of incorrect invoices returned within 7 business days	N
Contracts	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Grants	E	Notify Accounts Receivable to establish a receivable within 8hrs	P
Grants	A	% of transactions meeting all prompt payment, FMM, FTR requirements	P
Grants	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Payroll	CS	% of timely payroll disbursements	N
Payroll	A	% accuracy of payroll disbursements based on information provided	N
Payroll	CS	% of timely reports/interfaces	N
Payroll	A	% accuracy of reports/interfaces based on information provided	N
Payroll	CS	% availability of Payroll staff (M-F 6AM-4PM (MT) excluding Federal Holidays	N
Payroll	CS	% availability of employee and end-user help desks (M-F, 6AM-5:30PM (MT), excluding Federal Holidays	N
Payroll	CS	% of calls returned within 2 hours or less	N
Payroll	CS	% of issues resolved within 24 hours or less	N
Payroll	CS	% of calls returned within 4 hours or less	N
Payroll	CS	% of issues resolved within 48 hours or less	N
Payroll	CS	% availability of production system	N
Payroll	CS	% availability of internal system response	N
Payroll	CS	% of user access granted within 72 hours of request	N

Group 2: Accounts Receivable

6. Accounts Receivable/ Collections

FM SIPOC # 6: Accounts Receivable/ Collections

Supplier	Input	Process	Output	Customer

Supplier:
- Accounts Payable Activity*
- Travel**
- Payroll
- Reimbursable Cost Data (SAP)
- Freedom of Information Act Request
- Non-gov External Parties
- SF 224s
- Transformation Services

Input:
- Accounts Receivable/ Collections Requests (SAP)
- Payment (EFT)
- Checks/ Cash
- SF 224 Adjustments
- Resolved Customer Service Issues

Process:
- Accounts Receivable/ Collections
- FTEs: 2.00
- WYEs: 12.00

Output:
- Late Payment Letter
- Offsets (SAP)
- IPAC Payments
- Payment (EFT)
- Checks/ Cash
- Bills Outstanding 6 Months or More
- Quarterly Receivables Report
- Internal Review Results

Customer:
- Individuals and Companies
- Government Entities
- Financial Institutions
- Treasury
- Provide FM Quality Review

Accounts Receivable: :   Billing and collection of A/R requests including reimbursables.
A/R does not include cost estimates or cost tracking.

FM Group #2 Performance Metrics

Name	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure	New or Pre
Accounts Receivable/Collections	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Accounts Receivable/Collections	A	% of transactions meeting all Debt Collection (FMM 9090) requirements	P
Accounts Receivable/Collections	C	Deposit manual checks/cash based on Treasury Regulations	P
Accounts Receivable/Collections	E	Process bills within 8 business hours of awareness of a receivable (non-reimbursable)	N
Accounts Receivable/Collections	E/C	Initiate IPAC transactions within 8 business hours of awareness of a receivable 95% of time	N

Group 3: Financial Management Accounting

7. Provide FM Quality Review
8. Finance Audit Liaison
9. NF1018 Processing
10.   General Ledger
11.   SF224s

FM SIPOC # 7: Provide FM Quality Review

Supplier	Input	Process	Output	Customer
Travel**	Documents	Provide FM Quality Review	Insight/ Written and Oral Reports/ Recommendations	NSSC Finance
Accounts Payable Activity*	Interest Payments (Website)			Financial Audit Liason
Accounts Receivable/ Collections				
Payroll				
Financial Audit Liason	Specific Audit Requests		Oversight/ Written and Oral Reports/ Recommendations	NSSC Board of Directors
Outside Federal Regulators	NASA Policy			FM Mgmt. HQ/ Centers
	Financial Management Manual Guidelines (Website)			NSSC Director
NASA HQ	Travel, A/P, A/R, and Payroll Rules and Regulations (Website)			
NSSC/ Finance Documents	Service Level Agreements			
NASA Centers				

FTEs: 3.00
WYEs: 0

Provide Financial Management Quality Review: Oversight to ensure that the NSSC FM Organization is in compliance with Federal government regulations. Conduction of internal reviews to validate service levels. Preparation of reports as needed for NASA.

FM SIPOC # 8: Finance Audit Liaison

Supplier	Input	Process	Output	Customer
NF1018 Processing	Site Visit Report			GAO
OPM	Audit Questions/ Findings		Response to Audit Questions	NASA IG
NASA IG	Audit of Financial Statements	Finance Audit Liaison	Exit Interviews	NASA HQ
NASA HQ	NASA Policy			OPM
Treasury	Financial Management Manual Guidelines (Website)			
GAO	External Regulations		Request to NSSC Internal Review Program	Provide FM Quality Review
OMB				
Provide FM Quality Review	QA Findings	FTEs: 1.00 WYEs: 0		

Finance Audit Liaison Function: Acts as liason for Agency IG and other entities. Obtain concurrance from NSSC Board of Directors, NSSC Director, and NSSC FM Director on answers to questions prior to responding to customers. Routes to Quality Review Process.

FM SIPOC # 9: NF1018 Processing

Supplier	Input	Process	Output	Customer

Supplier: NASA HQ, Contractors, NASA, Procurement, Logistics, Transformation Services

Input: NASA Policy, NF Adjustments, NF 1018 Forms, Response to NF 1018 Inquiries, Resolved Customer Service Issues

Process: NF1018 Processing — FTEs: 3.00, WYEs: 2.00

Output: JV, Consolidated NF1018 Report, Site Visit Report, Education, Requests for Adjustment, Internal Review Results

Customer: General Ledger, NASA HQ, Finance Audit Liaison, NASA, Contractors, Procurement, Logistics, Provide FM Quality Review

NF 1018 Processing: Reconcile 1018 input . Improve valuation of assets. Encourage electronic input of 1018. Educate contractors on how to use 1018. Create JV to post to G/L. On-site reviews of contractors.

FM SIPOC # 10: General Ledger

Supplier	Input	Process	Output	Customer

Supplier
- NASA Centers
- Travel**
- Accounts Receivable/ Collections
- Accounts Payable Activity*
- Budget Formulation, Purchasing Costing IFM Modules
- NASA HQ
- Procure- ment
- Payroll
- NF1018 Processing

Input
- Property Excluding 1018 (SAP)
- Travel Data (SAP)
- Accounts Receivable Data (SAP)
- Accounts Payable Data (SAP)
- ???
- Adjustments (SAP)
- Procurement Data (SAP)
- Payroll Data (SAP)
- NF 1018 Data/ JV

Process
- General Ledger

FTEs: 1.00
WYEs: 0

Output
- Preliminary SF 224 (SAP)
- Pre and Post General Ledger Data (SAP)
- Table Updates to SAP (SAP)
- Internal Review Results

Customer
- SF 224
- NASA HQ
- NSSC Compe- tency Center
- Provide FM Quality Review

General Ledger: Establish G/L. Collect and assimilate inputs to build Agency G/L. Produce Preliminary 224, 1099 and provide G/L to NASA HQ. Perform table updates as required.

FM SIPOC #11: SF224s

Supplier	Input	Process	Output	Customer

- Supplier: General Ledger, Treasury
- Input: Agency 224 Data (SAP), Treasury 224 Data
- Process: SF 224s — FTEs: 1.00 WYEs: 0
- Output: Correct 224 Reports, SF 224 Adjustments, Internal Review Results
- Customer: NASA HQ, Treasury, Travel**, Accounts Receivable/Collections, Accounts Payable Activity*, Payroll, Provide FM Quality Review

SF 224s: Collect and reconcile statement at transaction between Agency and Treasury. Forward adjustments to appropriate person.

FM Group #3 Performance Metrics

No performance measures were suggested for these activities.

Group 4: Travel Services

12.   Local Travel and Travel Within the Continental United States
13.   Process Foreign and Change of Station

FM SIPOC # 12: Local Travel and Travel Within the Continental United States

| Supplier	Input	Process	Output	Customer
SF 224s	SF 224 Adjustments		Table Updates to SAP (SAP)	NSSC Competency Center
Invitational Travelers	Travel Manager Documentation (SAP)		Request Bills for Outstanding Advances	Accounts Receivable/ Collections
NASA Employees	Requested Data for Audits		Payments (EFT)	Invitational Travelers / Travel Service Entities
Travel Service Entities	Travel Related Documentation	Local Travel & Travel Within the Continental United States	Advances (EFT)	NASA Employees
NASA HQ	Travel Rules & Regulations		Unliquidated Obligations Report (SAP/BW)	NASA HQ
GSA			Travel Card Termination	Financial Institutions
Financial Institutions	Travel Card Aging Reports		Interest Payments (SAP)	Payroll
Transformation Services	Resolved Customer Service Issues	FTEs: 2.00 WYEs: 9.00	Internal Review Results	Provide FM Quality Review

Local Travel & Travel Within the Continental United States: Process all employee and invitational local and domestic travel vouchers resulting in payment of approved vouchers. Maintenance of Travel Manager tables. Provide audit support, statistical sampling and quality assurance as required. Validate unobligated reports. Process travel card terminations.

FM SIPOC # 13: Process Foreign and Change of Station

Supplier	Input	Process	Output	Customer
SF 224s	SF 224 Adjustments		Table Updates to SAP (SAP)	NSSC Competency Center
Invitational Travlers	Travel Manager Documentation (SAP)		Request Bills for Outstanding Advances	Accounts Receivable/ Collections
NASA Employees	Travel Receipts		Payments (EFT)	Invitational Travelers
Travel Service Entities	Travel Related Documentation	Process Foreign & Change of Station	Advances (EFT)	Travel Service Entities
NASA HQ				NASA Employees
GSA/ State Dept	Int' Travel Rules & Regulations		Unliquidated Obligations Report (SAP/BW)	NASA HQ
Financial Institutions	Travel Card Aging Reports		Travel Card Termination	Financial Institutions
Transformation Services	Resolved Customer Service Issues	FTEs: 7.00 WYEs: 3.00	Interest Payments (SAP)	Payroll
			Internal Review Results	Provide FM Quality Review

Process Foreign & Change of Station: Process all employee and invitational international travel vouchers resulting in payment of approved vouchers. Maintenance of Travel Manager tables. Provide audit support, statistical sampling and quality assurance as required. Validate unobligated reports. Process travel card terminations. Process Change of Station vouchers to ensure appropriate entitlements are paid to employees.

FM Group #4 Performance Metrics

Name	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure	New or Pre
1018 Processing	E	% of 1018s completed accurately	N
1018 Processing	E	95% of total value received by the established reporting period, follow-up of remaining 5% within 30 days	N
1018 Processing	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Audit Liaison	CS	% of phone calls, emails, and other communications from external audit sources returned within 4 business hours	N
Audit Liaison	E	Exit interviews with organizational manager's conducted within 3 business days of completion of the initial audit	N
Quality Review	E	Analyses, reviews and reports completed on time 95% of the time	N
Quality Review	E	% of briefings and recommended actions conducted with the appropriate managers within 14 working days after completion of the review	N
Quality Review	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
SF224	E,A	% of SF224 transactions reported within 3 business days	N
SF224	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N

# Group 5: Transformation Services

14. Accounts Payable
15. Travel Services, Payroll and Financial Management Accounting

FM SIPOC # 14: Accounts Payable

Supplier	Input	Process	Output	Customer
Group 1				
Contracts	Cancelled Payment Inquiries	Transformation Services	Requested Invoice	Contracts
Small Purchases	Payment Variance Inquiries		Resolved Payment Inquiries	Small Purchases
Grants and Cooperative Agreements	Issues/ Disputes		Resolved Payment Variance Requests	Grants and Cooperative Agreements
Bankcards	Returned Payments		Resolved Issues/ Disputes	Bankcards
Accounts Receivable/ Collections	(EFT)		Reissued Payments	Accounts Receivable/ Collections
			(EFT)	

FTEs: 5.00
WYEs: 10.00

Transformation Services: Takes input and issues and transforms them into tactical and actionable resolutions, does not arbitrate on Center Level disputes.

FM SIPOC # 15: Travel Services, Payroll and Financial Management Accounting

Supplier	Input	Process	Output	Customer

Group 2

Local Travel & Travel Within the Continental United States

Process Foreign & Permanent Change of Station

Payroll

Cash Advance Requests

Status Reports Requests

Payment Variance Inquiries

Issues/ Disputes

Transformation Services

Respond to EFT/ Cash Advance

Resolved Payment Inquiries

Status Reports

Resolved Issues/ Disputes

Local Travel & Travel Within the Continental United States

Process Foreign & Permanent Change of Station

Payroll

Group 3

NF1018 Processing

Issues/ Disputes

Transformation Services

Resolved Issues/ Disputes

Change Requests

NF1018 Processing

Transformation Services: Takes input and issues and transforms them into tactical and actionable resolutions, does not arbitrate on Center Level disputes.

NSSC Business Operations: SIPOC Diagram Summary Report

FM Group #5 Performance Metrics

Name	Strategic Theme (Cost=C, Efficiency=E, Accuracy=A, Customer Service=CS)	Measure	New or Pre
Local Travel and Travel Within the Continental US	CS	Respond to customer inquires within 2 business hrs and resolve in 8 business hrs, 95% of time	N
Local Travel and Travel Within the Continental US	A	% of transactions meeting all prompt payment, FMM, FTR requirements	P
Local Travel and Travel Within the Continental US	E, CS	% of travellers notified if voucher is paid for a different amount than submitted within 3 business hours	N